

**Proposed Indiana University of Pennsylvania College of Osteopathic Medicine  
(Proposed IUPCOM—Candidate Status—Seeking Accreditation)**

COCA Pre-Accreditation Element 2.4: Leadership and Administration

Pre-Accreditation Submission 2.4-1: Accreditation Standard Complaint Policies and Procedures

**DEFINITIONS**

- IUP, Indiana University of Pennsylvania
- COM, College of Osteopathic Medicine
- PASSHE, Pennsylvania State System of Higher Education

**POLICY PURPOSE / SCOPE:** IUPCOM, in cooperation with its academic and clinical partners, provides students, faculty, and staff with policy and procedural guidance to confidentially communicate an accreditation standard grievance.

**PROCEDURE**

Procedural Steps		Responsible Party
1.	Students, faculty, and staff shall be provided with information on how to file a complaint to IUP, which includes any accreditation standard grievance. Unresolved issues at the university level may be further addressed with the relevant accrediting body – such as COCA and/or Middle States Commission on Higher Education (MSCHE) – and/or PASSHE.	IUPCOM Dean IUP Division of Student Affairs IUP Division of Academic Affairs
2.	Students, faculty, and staff shall be provided information on how to file confidential complaints with COCA, including the contact information of the COCA, both through a public webpage and the IUP Catalog. (See COCA contact information, below.)	IUPCOM Dean
3.	All accreditation standard grievances received by IUP shall follow the procedures outlined in the Academic Integrity Policy, the Non-Academic Complaint/Grievance Procedures, and the Non-Retaliation Policy.	IUP Division of Student Affairs IUP Division of Academic Affairs
4.	Students, faculty, and staff shall be provided with an option to remain anonymous.	IUP Division of Student Affairs IUP Division of Academic Affairs
5.	IUP Division of Student Affairs shall forward any complaint received through the online Student Complaint Form associated with an IUPCOM accreditation standard to the Dean.	IUP Division of Student Affairs
6.	IUP Division of Academic Affairs shall forward any complaint received through their office associated with an IUPCOM accreditation standard to the Dean.	IUP Division of Academic Affairs
7.	The Dean shall review the complaint and contact the appropriate team members to address the concern.	IUPCOM Dean
8.	The Dean and associated team members shall address the concern and provide correspondence to IUP Division of Student Affairs in a timely manner.	IUPCOM Dean IUPCOM Associate and Assistant Deans IUPCOM Department Chairs

9.	The Dean shall review and update any academic standards, policies or procedures as needed to assure compliance with accreditation and regulatory standards.	IUPCOM Dean
10.	IUP shall retain all records of grievances received and provide a report of final disposition to the complainant when such is known.	IUPCOM Dean IUP Division of Student Affairs IUP Division of Academic Affairs

COCA complaint policies and complaint form can be found at:

<https://osteopathic.org/index.php?aam-media=/wp-content/uploads/COCA-Complaint-Review-Procedures.pdf>

The COCA contact information for filing complaints is:

American Osteopathic Association

Commission on Osteopathic College Accreditation

142 E. Ontario Street

Chicago, IL 60611

[predoc@osteopathic.org](mailto:predoc@osteopathic.org)

Phone: (312) 202-8124

Fax: (312) 202-8424

Policy/Procedure Details	
Policy Owner	Dean Director of Student Affairs
Effective Date	08/29/2025
Last Reviewed	08/29/2025
Review Frequency Requirements	5 Years
Related Policies and Documents	<ol style="list-style-type: none"> <li>1. <a href="#">Pennsylvania's State System of Higher Education (PASSHE) Student Complaint Process</a></li> <li>2. <a href="#">IUP Online Reporting for Incidents of Concern</a></li> <li>3. <a href="#">IUP Student Complaints</a></li> <li>4. <a href="#">IUPCOM Accreditation Page</a></li> <li>5. <a href="#">Complaints - Middle States Commission on Higher Education</a></li> </ol>
Reviewed and Approved by Dean's Leadership Council	08/29/2025
Revision Number	2025.01