

# Complaints Policy

## Xavier University of Louisiana

### College of Pharmacy

The Xavier University of Louisiana College of Pharmacy is committed to conducting its affairs in an open and honest manner with respect for all individuals. Anyone who perceives that there are practices that do not conform to this policy may initiate a complaint.

### Complaints to the College of Pharmacy

The College of Pharmacy encourages persons with complaints about the Doctor of Pharmacy educational program to seek informal resolution of their complaints prior to initiating a formal process. This informal resolution may include one-on-one conversations or group discussions, when appropriate for the situation.

Any person may file a formal complaint to the College of Pharmacy regarding its professional program. Complaints may include, but are not limited to, admissions policies, inappropriate faculty or student conduct, inequities in grading, and/or failure to comply with collegiate policy. It is the responsibility of the Associate Dean to manage and provide responses to formal complaints about the Doctor of Pharmacy Program.

a. Procedures for formal complaints

To initiate a formal complaint a Complaint Form must be completed. The form includes a section for a detailed description of the issue or reason for the complaint. All areas of the form must be completed to ensure a complete understanding of the situation and to contact the complainant in the event that other answers are needed. If this is a student complaint related to a course or faculty action, a statement of actions taken to informally resolve the complaint must be included. Failure to complete all sections of the form will delay the response or make it impossible for a resolution to be made. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint.

A complaint form is attached to this policy document. Additional copies may be obtained from the Dean's Office, the Office of Student Affairs or on our website at <http://www.xula.edu/pharmacy/index.html>. Complaints must be submitted to the Attention of the Associate Dean, College of Pharmacy, Xavier University of Louisiana, 1 Drexel Drive, New Orleans, LA 70125.

Formal complaints will be reviewed upon receipt by the Associate Dean or a designated administrative staff member and referred to the appropriate collegiate committee or administrative office within the College or University for information, advice and/or response. Complaints may require meetings or hearings with the complaining party or other members of the collegiate or university community. The person submitting the complaint will receive

acknowledgement of the submission within 14 days and a response or update on its status within 60 days. All effort will be made to provide timely responses to time sensitive complaints. Completed complaint forms will be kept in a locked file in the Office of the Associate Dean.

b. Appeals Process

Decisions related to the complaint may be appealed to the Dean of the College of Pharmacy. University related complaints may be appealed through the Xavier University of Louisiana policies and procedures.

## Complaints to the Accreditation Council for Pharmacy Education

The Accreditation Council for Pharmacy Education (ACPE) has an obligation to assure itself that any institution which seeks or holds a pre-accreditation or accreditation status for its professional program(s) conducts its affairs with honesty and frankness. Complaints from other institutions, students, faculty, or the public against a college or school of pharmacy, including tuition and fee policies, and as related to ACPE standards, policies or procedures, shall be placed in writing in detail by the complainant and submitted to the ACPE office. The complaint shall be submitted to the institution for response. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint. Details for submission of a complaint to ACPE with regard to accreditation standards can be obtained at the URL <http://www.acpe-accredit.org/deans/complaints.asp>.



## Complaints Form

Informal Resolution Attempted:  Yes  No

**If no, please attempt an informal resolution before proceeding with this complaint form process.**

### Contact Information:

Name (*please print*): \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone (day): \_\_\_\_\_ (evening): \_\_\_\_\_

### Classification:

Faculty  Staff  Student (*check one*) P1  - P2  - P3  - P4

Other (*please specify*) \_\_\_\_\_

### Complaint:

Type of Complaint: \_\_\_\_\_

Approximate Date of Occurrence: \_\_\_\_\_

What is the nature of the complaint? (*attach additional pages, if necessary*)

Describe actions taken? (*attach additional pages, if necessary*)

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Submit completed form to:**

Dr. Kathleen Kennedy  
Associate Dean  
Xavier University of Louisiana  
College of Pharmacy  
1 Drexel Drive  
New Orleans, LA 70125