

University of California, San Diego
Skaggs School of Pharmacy and Pharmaceutical Sciences

POLICY ON STUDENT COMPLAINTS

In accordance with U.S. Department of Education and American Council on Pharmaceutical Education policies, the School of Pharmacy and Pharmaceutical Sciences has implemented the following policy and procedure for handling student complaints on issues related to curriculum, faculty, student affairs and other issues over which the School has jurisdiction and which are related to ACPE accreditation standards.

1. Students wishing to file a complaint related to curriculum, faculty, student affairs or other issues over which the School has jurisdiction and which are related to ACPE accreditation standards, should file their complaint in writing with the Office of Student Affairs. The Office of Student Affairs will provide a written acknowledgement to the student that the complaint has been received. The student will be invited to discuss the complaint with the Associate Dean for Student Affairs, who will act in a fact-finding capacity and who will perform an investigation of the facts surrounding the complaint. Complaints related to student conduct, grading, substance abuse, etc., for which a campus policy is in effect, will be handled in accordance with those existing policies. For all other complaints the following procedure will be used.

3. Within 14 calendar days of receipt of the complaint, a three member committee of the faculty will be convened to discuss and review the complaint. The Associate Dean for Student Affairs will present the results of the fact-finding investigation. The student may be invited to attend to answer questions. Following the meeting and any additional subsequent investigation, the committee will make a written recommendation to the Dean or to the Faculty, depending on the issues in the complaint. A written response to the complaint will be provided to the student outlining the steps that have been taken and are planned to be taken to resolve the issues in the complaint.

4. All written complaints, investigations, meeting minutes, reports and correspondence will be maintained in a confidential file and made available to the ACPE site-visit team in accordance with ACPE Accreditation Standards.