

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 (ACPE) policies, the Skaggs School of Pharmacy and Pharmaceutical Sciences (SSPPS) 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.

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.

Complaints regarding harassment or discrimination will be referred to the Office for the Prevention of Harassment and Discrimination for resolution, according to its established procedures. Investigation of other complaints may be undertaken by the Associate Dean for Student Affairs or designee, and/or referred to an appropriate official or committee as dictated by University or institutional policy. Such officials or committees may include but are not limited to the Dean of the SSPPS, the Committee on Privilege and Tenure (if a ladder rank faculty member is accused of misconduct in the complaint), the Residency Program Director (if a pharmacy resident is accused of misconduct) and others. Appropriate disciplinary actions will be undertaken in accordance with University policy. For complaints for which no other resolution procedure exists, the following procedure will be used.

If informal discussions do not resolve the complaint, the complaint will be submitted to the Academic Oversight Committee (AOC) for review and consideration. The Associate Dean for Student Affairs will present the results of the fact-finding investigation. The student will be offered the opportunity to submit a written statement to the AOC and may be invited to attend to answer questions. Following the meeting and any additional subsequent investigation, the AOC 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.

Complaints filed under this policy, to the extent consistent with a full investigation and resolution of the issues presented and to the extent permitted by law, regulation, and policy, shall be held in confidence to protect the student, but the confidentiality of the complaint, the investigation, and the resolution is not guaranteed. A record of the investigatory proceedings and the resulting action shall be held in a sealed file in the Office of Student Affairs. The policy of the School is to protect students who come forth under this policy and to prevent retaliation for complaints brought forward in good faith.

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.