

<b>TCOM Accreditation Operating Procedures</b>	<b>Approved: July 2017</b>
<b>COCA Element 2.4 Accreditation Standard Complaint Policies and Procedures*</b>	<b>Effective: July 2017</b> <b>Revised: February 2024</b>

**Element 2.4:**

A COM and any branch campus must publish policies and procedures that include a confidential accreditation standard complaint resolution process that includes a description of how these complaints are filed with the COM, resolved through an adjudication process, without retaliation, and maintained through the COM's records retention system. The accreditation standard complaint filing process must also include a process for filing confidential complaints with the COCA and the contact information of the COCA.

**Procedure Statement:** TCOM, in cooperation with HSC partners, shall provide students, faculty, and staff with the opportunity to confidentially communicate an accreditation standard grievance.

<b>Procedure</b>		<b>Responsible Party</b>
1.	Students, faculty, and staff shall be provided information on how to file a complaint to HSC, which includes any accreditation standard grievance.	TCOM Dean HSC Division of Student Affairs (HSC DSA) HSC Office of Institutional Integrity and Awareness
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 HSC Catalog.	TCOM Dean
3.	All accreditation standard grievances received by HSC shall follow the procedures outlined in the Student Academic Grievance Policy, the Non-Academic Complaint/Grievance Procedures, and the Non-Retaliation Policy.	HSC DSA HSC Office of Institutional Integrity and Awareness
4.	Students, faculty, and staff shall be provided with an option to remain anonymous.	HSC DSA HSC Office of Institutional Integrity and Awareness
5.	HSC DSA shall forward any compliant received through the online Student Complaint Form associated with a TCOM accreditation standard to the Dean.	HSC DSA
6.	HSC Office of Institutional Integrity and Awareness shall forward any compliant received through their office associated with a TCOM accreditation standard to the Dean.	HSC Office of Institutional Integrity and Awareness
7.	The Dean shall review the compliant and contact the appropriate team members to address the concern.	TCOM Dean
8.	The Dean and associated team members shall address the concern and provide correspondence to HSC DSA in a timely manner.	TCOM Dean TCOM Associate and Assistant Deans TCOM Department Chairs TCOM Directors
9.	The Dean shall review and update any academic standards, policies or procedures as needed to assure compliance with accreditation and regulatory standards.	TCOM Dean

10.	HSC shall retain all records of grievances received and provide a report of final disposition to the complainant when such is known.	TCOM Dean HSC DSA HSC Office of Institutional Integrity and Awareness
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Webpage links:

- [UNTHSC Student Affairs Student Complaints](#)
- [TCOM Accreditation](#)