

# ACPE Complaint Policy

The American Council on Pharmaceutical Education (ACPE) (<http://www.acpe-accredit.org/>), the pharmacy school accreditation agency, is required to demonstrate to the Secretary of Education its expectations regarding a program's recording and handling of student complaints. ACPE must demonstrate a link between its review of complaints and its evaluation of a program in the accreditation process. Therefore, in order to demonstrate compliance with the U.S. Department of Education Criteria for Recognition, and with the prior review and advice of Department of Education personnel, ACPE requires pharmacy schools to provide an opportunity for pharmacy students to provide comments and/or complaints about the school's adherence to ACPE's Standards.

The colleges and schools of pharmacy accredited by ACPE have an obligation to respond to any written complaints by students lodged against the college or school of pharmacy, or the pharmacy program, that are related to the standards established, implemented and maintained at the University of Minnesota College of Pharmacy.

## The Complaint Process

The student who wishes to file a complaint may visit the ACPE Standards complaint web page: <https://www.acpe-accredit.org/students/complaints.asp>.

The student may also email complaints to the Office of Students Service. Complaints will be reviewed, recorded, and responded to in a timely manner. If the student wishes to remain anonymous, he or she may omit his or her name from the complaint form. The file of student complaints will be made available for inspection to ACPE at on-site evaluations, or otherwise at ACPE's written request. The findings of this inspection, and the resulting implication(s) to the accreditation of the professional program, shall be noted in the Evaluation Team Report.

## Submitting a Complaint

You may submit a complaint in writing to the Sr. Associate Dean of Professional Education by using this form:

<http://z.umn.edu/acpecomplaint>