

Reporting Issues Relating to
ACPE Standards
Rev. November 2008

Policy

The Accreditation Council for Pharmacy Education (ACPE) is responsible for accrediting Doctor of Pharmacy programs in the U.S. As a means to enhance and assess pharmacy education, the Council has developed standards and guidelines for PharmD programs that schools and colleges of pharmacy must adhere to. These standards relate to the quality of key aspects of pharmacy education including but not limited to: curriculum, environment, assessment, students and quality. These standards are available from ACPE:

ACPE
20 North Clark Street, Suite 2500
Chicago, IL 60602-5109
Phone: 312-664-3575
web-site: <http://www.acpe-accredit.org>

In certain situations, Doctor of Pharmacy students may perceive a need to report issues relating to these standards to school administrators. The following procedures outline this important process.

Procedures

1. Students may make a complaint regarding factors addressed in the Standards by writing a letter to the Associate Dean for Student Affairs. In most situations, it is helpful to have students state their names to allow appropriate follow-up, but anonymous complaints will be considered as well.
2. The Associate Dean will refer the complaints to appropriate parties within the school. For example, the Associate Dean for Academic Affairs, the Associate Dean for Curriculum and the Curriculum Committee will receive issues relating to curricular issues; or the Student Affairs Committee will deal with issues relating to student progression. School-wide issues will be referred to the school's Executive Council and to the Student Government Association's Executive Council if they involve student organizations and leadership.
3. The student filing the complaint will have the right to appeal the decision from the appropriate party mentioned above to the Dean within 2 weeks of the decision.
4. Complaints will be kept on file in the Associate Dean for Student Affairs' office until the next accreditation cycle.
5. Complaints will be reviewed at least annually by the Student Affairs Committee.
6. Students can submit a complaint to ACPE for unresolved issues related to the accreditation standards. See the following website for instructions to submit a complaint to ACPE: <http://www.acpe-accredit.org/complaints/default.asp>