



California Health Sciences University

UNIVERSITY

CHSU COMPLAINTS CONCERNING APPROVAL TO OPERATE OR ACCREDITATION STANDARDS POLICY

PURPOSE

The purpose of this policy is to provide: (a) notice to the public, students, faculty, staff and administration regarding how to file a complaint regarding CHSU's approval to operate or accreditation standards; and (b) identify the internal process at CHSU for processing complaints related to CHSU's approval to operate or accreditation standards.

While members of the public, student body, faculty, staff and administration have the option to file complaints directly with the California Bureau for Private Postsecondary Education ("BPPE") or an accreditor, CHSU encourages complainants to file the complaint directly with CHSU so that it may timely respond to and address allegations of non-compliance.

RELATED INFORMATION AND PROCEDURES

A. Approval to Operate – California Bureau for Private Postsecondary Education ("BPPE")

Any questions a student may have regarding any CHSU academic catalog or other similar document that have not been satisfactorily answered by the University may be directed to the BPPE. BPPE is located at 2535 Capitol Oaks Drive, Suite 400, Sacramento, California, 95833, and its website is available at www.bppe.ca.gov. BPPE can be reached by, phone at (888) 370- 7589 or (916) 431-6959 or by fax at (916)263-1897.

A student or any member of the public may file a complaint about CHSU or its component colleges with the BPPE by calling the phone number(s) above or by completing a complaint form, which can be obtained BPPE's website, also listed above.

The BPPE's Office of Student Assistance and Relief (OSAR) was created to assist students who suffer economic loss due to the unlawful activities or closure of a private college. OSAR is available to provide support and assistance for students to make informed decisions, understand their rights,

and navigate available services and relief options. The office may be reached by calling (888) 370-7589 and selecting option 5 or by visiting OSAR's webpage – <https://osar.bppe.ca.gov> Office of Student Assistance and Relief (ca.gov). Students can also communicate with OSAR by Email (osar@dca.ca.gov) or U.S. mail to P.O. Box 980818, West Sacramento, CA 95798-0818

B. WASC Senior College and University Commission (“WSCUC”) – CHSU’s Regional Accreditor

WSCUC is a regional accreditor. Regional accreditation is a form of institutional accreditation that involves a comprehensive review of all institutional functions. Regional accrediting organizations do not accredit individual programs, although new programs are actively reviewed through the substantive change process.

More information on WSCUC accreditation, including the process to file a complaint directly with WSCUC, can be found on its website at www.wscuc.org/. WSCUC is located at 985 Atlantic Avenue, Suite 100, Alameda, CA 94501 and can be reached by phone at 510-748-9001 or by fax at 510-748-9797.

C. College-level Accreditation Agencies

CHSU's component colleges each have their own accreditor, as described below.

1. College of Pharmacy – Accreditation Council for Pharmacy Education

More information on ACPE accreditation, including the process to file a complaint directly with ACPE, can be found on its website at www.acpe-accredit.org. ACPE is located at 135 South LaSalle Street, Suite 4100, Chicago, IL 60503 and can be reached by phone at 312-664-3575 or by fax at 312-664-4652.

2. College of Osteopathic Medicine – AOA Commission on Osteopathic College Accreditation

Students who have concerns regarding CHSU COM's capability to meet the standards of accreditation or comply with policies and procedures of the AOA commission on Osteopathic College Accreditation (COCA) may file a confidential grievance.

More information on COCA accreditation, including the process to file a complaint directly with COCA, can be found on its website at <https://osteopathic.org/accreditation/accreditation-guidelines/>. COCA is located at 142 E. Ontario Street, Chicago, IL, 60611, and can be reached by phone at (312) 202-8124.

D. CHSU Process for Complaints Regarding Approval to Operate or Accreditation Standards

CHSU takes complaints regarding non-compliance with laws, regulations or accreditation standards of BPPE and its various accreditors seriously. CHSU prohibits retaliation of any kind against a complainant or other CHSU employee or student for filing a complaint regarding approval to operate or accreditation, or for participating in any investigation or other process related to the filing of a complaint. The process for filing a complaint directly with CHSU regarding such matters is as follows:

1. Step 1 – Written Complaint

A complaint regarding the University's approval to operate or compliance with accreditation standards may be filed in writing with the Office of the Provost. The Provost (or the Provost's designee) shall develop a complaint form for such purpose.

2. Step 2 – Review of Complaint

The Office of the Provost shall be responsible for overseeing the processing of the written complaint. The Provost (or the Provost's designee) will determine if an investigation is required. If an investigation is required, the Office of the Provost may appoint an investigator to make findings of fact related to the allegations in the complaint and submit such findings to the Provost (or designee). If an investigation is not required, the Provost (or designee) will review the complaint and make a determination regarding whether the allegations are true.

3. Step 3 – Written Decision

Within sixty (60) business days of receipt of the complaint, the Provost (or designee) shall provide written notice of the determination regarding the complaint.

4. Step 4 – Appeal

If a complainant is not satisfied with the outcome of the Provost's (or designee's) determination, the complainant may appeal the determination to the University President within five (5) business days of receipt of the determination. The University President (or designee) shall review the complaint, the investigation (if applicable) and the Provost's (or designee's) determination. The

President shall provide a written decision regarding the appeal within ten (10) business days of receipt of the appeal. The President's decision shall be final.

The Office of the Provost shall be responsible for tracking and keeping records of all complaints related to the University's approval to operate or accreditation standards, including appeals of such complaints. Additionally, the Office of the Provost shall be responsible for adhering to any reporting requirements imposed by BPPE or an accreditation agency regarding the existence and outcome of the complaint.

RELATED POLICY

CHSU Approval to Operate Policy - <https://chsu.edu/wp-content/uploads/2021/08/CHSU-Approval-to-Operate-Policy.pdf>

RESPONSIBILITIES

A. Provost

HISTORY (R*)

Approval Date:

April 5, 2023

Revision Date(s):

August 6, 2018

Reviewed Date(s):

March 20, 2023

R: Provost

A: Provost

C: Provost, Legal Affairs

I: All CHSU Community

WRITTEN COMPLAINT

A written complaint regarding the University's operating approval or compliance with accreditation criteria may be filed with the Office of the Provost. The Provost (or designee) shall create a complaint form for this purpose.

↓ If further investigation is warranted.

REVIEW OF COMPLAINT

The Office of the Provost will be in charge of managing the written complaint procedure. The Provost (or designee) will decide whether an investigation is necessary.

No investigation

Investigation required

INVESTIGATION

The Provost's Office may appoint an investigator to make factual findings relevant to the accusations in the complaint and submit those findings to the Provost (or designee).

PROVOST REVIEW

The Provost (or designee) will review the complaint and determine whether or not the allegations are true.

WRITTEN DECISION

Within sixty (60) business days of receipt of the complaint, the Provost (or designee) shall provide written notice of the determination regarding the complaint.

APPEAL

If a complainant is dissatisfied with the decision, they may appeal the decision to the President within five (5) business days of receiving the decision. The President (or designee) shall review the complaint, the investigation (if applicable), and the Provost's (or designee's) determination. The President shall issue a written decision within ten (10) business days after receiving it. The decision of the President is final.

NOTES: While members of the public, student body, faculty, staff, and administration have the option of filing complaints directly with the California Bureau for Private Postsecondary Education ("BPPE") or an accreditor, CHSU encourages complainants to file directly with CHSU so that it can respond to and address allegations of noncompliance in a timely manner.