



Policy for Student Concerns or Grievances Regarding Failure of the School of Pharmacy to Meet Accreditation Standards or Policies and Procedures of the Accreditation Council for Pharmacy Education (ACPE)

The Accreditation Council for Pharmacy Education (ACPE) is the national organization responsible for accreditation of PharmD educational programs. The School of Pharmacy, University of Pittsburgh, and other schools and colleges of pharmacy are accredited by the ACPE based on their demonstrated adherence to a set of standards, guidelines, and policies and procedures published by the ACPE. The current version of the ACPE Standards and Key Elements for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree may be found at <https://www.acpe-accredit.org>.

The ACPE requires pharmacy schools to provide an opportunity for pharmacy students to comment and/or complain about the school's adherence to the ACPE Standards. The colleges and schools of pharmacy have an obligation to respond to any written complaints by students lodged against a school of pharmacy, or a pharmacy program, that are related to the standards and the policies and procedures of the ACPE. Hence, the University of Pittsburgh School of Pharmacy has established, implemented, and maintains a student complaint procedure that affords the complainants with fundamental procedural due process.

If a pharmacy student has a question as to whether a complaint is related directly to the ACPE standards, policies or procedures, it is recommended that the complaint be discussed with the PharmD Program Director or the Associate Dean for Student Success prior to its submission to the ACPE.

The policy for student complaints related to the ACPE Standards is:

- Any student complaint lodged against the PharmD Program alleging a violation of the ACPE Accreditation Standards should be submitted in writing to the ACPE office by completing the ACPE Complaint Form found on their website. <https://www.acpe-accredit.org/complaints/>.
- The student may also submit a written complaint to the PharmD Program Director for review and relevance to any existing program policy or accreditation standard.
- All complaints will be investigated in a thorough and timely manner in consultation with faculty, students, and others as required. The results of the investigation will be shared with the Dean. The Dean will review this report and determine if the complaint requires formal intervention. A written report will be provided to the student, if contact information is provided. Any submitted complaints and related information will be kept separate from student academic records or faculty/staff personnel records. All written complaints will be kept in a confidential, secured file in the John P. and Constance A. Curran Student Center.
 - The file of student complaints will be made available for inspection to the ACPE at on-site evaluations or otherwise at the 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 ACPE Evaluation Site Team Report.