



SCHOOL of  
OSTEOPATHIC  
MEDICINE

**Policy Title:** Policy on UIWSOM Program Complaints  
**Functional Area:** ACADEMIC/ADMINISTRATIVE

---

**Status:** APPROVED  
**Effective:** January 2020  
**Approved by:** SOM Leadership Council  
**Policy Contact:** Office of Admissions and Student Affairs  
**Responsible Office:** Office of Admissions and Student Affairs  
**Last Reviewed/Updated:** December 20, 2019

---

**Purpose:** The purpose of this policy outlines the program complaint policy

---

**Description:**

Program improvement should always be a goal at the UIWSOM. Programs complaints are recognized as one means by which improvement may be considered or initiated. Program complaints should be expressed with this end in mind. A complainant may choose to communicate a complaint either informally and/or formally.

All documentation of the reported complaint is filed and maintained via the online reporting system for a period of five years. This provides a record of the complaint and resolution process.

Should the complainant not be satisfied with the resolution of the issue at the UIWSOM level, or if the complaint involves an administrator of the UIWSOM, the complaint can be made to the UIW Provost. A letter summarizing the Provost's action and resolution will be filed and maintained in the Office of the Provost.

---

*This policy/procedure will be distributed to all learners, faculty, and staff and be effective immediately*

The UIWSOM DO Student Handbook will be updated to reflect this new and/or any newer policy in its next published revision.

**REFERENCES to REGULATIONS and/or OTHER RELATED POLICIES:**