

Policy on Filing Complaints About ACPE Standards

The American Council on Pharmaceutical Education (ACPE) is the agency that oversees the accreditation of U.S. schools of pharmacy. It has recently mandated that all schools create a mechanism whereby students can file complaints against one or more of the standards and guidelines that ACPE uses to accredit schools and that those complaints be transmitted to ACPE as well as kept in a file at the school. This file must be available for review by the ACPE accreditation team when they make their site visit.

To comply with this mandate, the West Virginia University School of Pharmacy has put into place the following procedures:

1. The ACPE Standards and Guidelines for Accreditation have been posted on the School's Student Services website. For the specific policy on filing complaints, visit <https://www.acpe-accredit.org/students/complaints.asp>.
2. Students should submit their complaints to the Office of Student Services.
3. The Office of Student Services will forward all complaints on to ACPE and retain a copy of the complaints in a separate file here at the School.
4. This file will be open for review by ACPE personnel when they visit the School. A link to this policy is posted on SOLE on the SOP: Student Services Information site under Content – Misc Policies and Procedures.