

POLICY ON FILING COMPLAINTS

The Accreditation Council for Pharmacy Education (ACPE) is the agency that oversees the accreditation of U.S. schools of pharmacy. It is mandated that all schools create a mechanism whereby students can file complaints against a college or school of pharmacy, including tuition and fee policies, and as related to ACPE standards, policies 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/complaints/>.
2. This file will be open for review by ACPE personnel when they visit the School. A link to this policy is posted on SOLE PharmD Student Handbook site under Content – Program Policies.