

Reporting Issues Relating to  
ACPE Standards  
Rev. August 2006

Policy

The Accrediting Council for Pharmaceutical Education (ACPE) is responsible for accrediting Doctor of Pharmacy programs in the U.S. As a means to enhance and assess pharmacy education, the Council has developed standards and guidelines for PharmD programs that schools and colleges of pharmacy must adhere to. These standards relate to the quality of key aspects of pharmacy education including but not limited to: curriculum, environment, assessment, students and quality. These standards are available from ACPE:

ACPE  
20 North Clark Street, Suite 2500  
Chicago, IL 60602-5109  
Phone: 312-664-3575  
web-site: <http://www.acpe-accredit.org>

In certain situations, Doctor of Pharmacy students may perceive a need to report issues relating to these standards to school administrators. The following procedures outline this important process.

Procedures

1. Students may make a complaint regarding factors addressed in the Standards by writing a letter to the Associate Dean for Student Affairs. In most situations, it is helpful to have students state their names to allow appropriate follow-up, but anonymous complaints will be considered as well.
2. The Associate Dean will refer the complaints to appropriate parties within the school. For example, the Associate Dean for Academic Affairs and the Curriculum Committee will receive issues relating to curricular issues; or the Student Affairs Committee will deal with issues relating to student progression. School-wide issues will be referred to the school's Executive Council and to the Student Government Association's Executive Council if they involve student organizations and leadership.
3. Complaints will be kept on file in the Associate Dean's office until the next accreditation cycle.
4. Complaints will be reviewed at least annually by the Student Affairs Committee. Results of this review will be included in the Student Affairs Committee's annual report.
5. Students can submit a complaint to ACPE for unresolved issues related to the accreditation standards. See the following website for instructions to submit a complaint to ACPE: <http://www.acpe-accredit.org/complaints/default.asp>