



INSTITUTIONAL POLICY: ST-16

Category: Students
Subject: Student Complaints
Effective Date: January 29, 2026
Updated:

ST 16-1. Authority

W. Va. Code § 18B-1-6

ST 16-2. Purpose

The purpose of this policy is to provide a process for the receipt, adjudication, and resolution of student complaints related to accreditation standards and procedures. For medical students, complaints regarding (i) accreditation standards set by the American Osteopathic Association (“AOA”) Commission on Osteopathic College Accreditation (“COCA”) and (ii) matters not covered by a specific WVSOM policy. For graduate students, complaints regarding (i) accreditation standards set by the Higher Learning Commission (“HLC”) and (ii) matters not covered by a specific WVSOM policy.

ST 16-3. Non-Retaliation and Reporting Integrity

- 3.1 Non-Retaliation. WVSOM prohibits any act of retaliation toward any student filing a complaint.
- 3.2 Filing of False Complaints. WVSOM will not tolerate the filing of false complaints. Deliberately false and/or malicious complaints will subject the false reporter to disciplinary action up to and including dismissal from WVSOM.

ST 16-4. Medical Student Complaints Regarding Non-Compliance with COCA Accreditation Standards and Procedures

- 4.1 WVSOM is committed to meeting or exceeding COCA accreditation standards and complying with COCA procedures. A copy of the standards and procedures is available upon request from the Office of the Vice President for Academic Affairs and Dean and the WVSOM Library.
- 4.2 Medical students may submit complaints related to COCA accreditation standards and procedures and any noncompliance therewith by following WVSOM’s procedure on student complaints.
- 4.3 WVSOM shall maintain records of the receipt, adjudication, and resolution of any complaints received pursuant to this Section 3. These records, including a copy of the original complaint and any resulting action, shall be kept on file in the Office of the Vice

President for Academic Affairs and Dean for such time as required by law or accreditation standards.

- 4.4 WVSOM may, as appropriate, utilize any student complaints in its ongoing performance improvement processes.
- 4.5 The contact information for COCA in the AOA Office of Predoctoral Education is as follows:

Commission on Osteopathic College Accreditation
Division of Predoctoral Education
142 East Ontario Street
Chicago, Illinois 60611-2864
(312) 202-8124
predoc@osteopathic.org

ST 16-5. Graduate Student Complaints Regarding Non-Compliance with HLC Accreditation Standards and Procedures

- 5.1 WVSOM is committed to meeting or exceeding HLC accreditation standards and complying with HLC procedures. A copy of the standards and procedures is available upon request from the Office of the Vice President of Academic Affairs and Dean and the WVSOM Library.
- 5.2 Graduate students may submit complaints related to HLC accreditation standards and procedures and any noncompliance therewith by following WVSOM's procedure on student complaints.
- 5.3 WVSOM shall maintain records of the receipt, adjudication, and resolution of any complaints receive pursuant to this Section 5. These records, including a copy of the original complaint and any resulting action, shall be kept on file in the Office of the Vice President of Academic Affairs and Dean for such time as required by law or accreditation standards.
- 5.4 WVSOM may, as appropriate, utilize any student complaints in its ongoing performance improvement processes.
- 5.5 The contact information for HLC is as follows:

Higher Learning Commission
c/o Complaints
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
<https://www.hlcommission.org/for-students/file-a-complaint-against-an-institution/>

ST 16-6. Student Complaints Not Covered by a Specific Policy

- 6.1 While most student complaints, such as sexual harassment, student mental health, and grade appeals, are addressed by specific WVSOM institutional policies, students may submit complaints concerning matters not covered by a specific policy by following WVSOM's procedure on student complaints.

6.2 WVSOM shall maintain records of the receipt, adjudication, and resolution of any complaints received pursuant to this Section 4. Complaints involving academic matters, including a copy of the original complaint and any resulting action, shall be kept on file in the Office of the Vice President of Academic Affairs and Dean. All other complaints received pursuant to this Section 4, including a copy of the original complaint and any resulting action, shall be kept on file by the Associate Dean of Preclerkship Education or Associate Dean of Clinical Education for medical students and the Associate Dean of Graduate Programs for graduate students. These records shall be kept for such time as required by law or accreditation standards.