

# GRIEVANCES AND COMPLAINTS PROCEDURE

---

COP at MBKU encourages open communication in a respectful, professional manner. If an academic complaint or concern arises, we encourage students to follow the policies and procedures as outlined in the COP Student Handbook. The Office of Student Services is a resource to discuss options for resolution.

For unresolved complaints, refer to the Student Grievance Procedures (<https://catalog.ketchum.edu/university-student-handbook/university-policies/student-grievance-procedures/>) outlined in the MBKU Student Handbook.

Complaints regarding the School of Pharmacy's compliance with accreditation standards may be directed to the ACPE. Any student who wishes to file a complaint with ACPE for unresolved issues related to ACPE Standards may visit the ACPE website <http://www.acpe-accredit.org/> and follow the student link to access the procedures for filing a complaint.