



### **Complaints to the Commission on Dental Accreditation**

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental hygiene programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago IL 60611 or by calling 1800-621-8099, extension 4653.

The program will maintain a record of student complaints received since the Commission's last comprehensive review of the program. At the time of the program's regularly scheduled on-site evaluation, visiting committees evaluate the program's compliance with the commission's policy on the Required Record of Complaints. The team will review the areas identified in the program's record of complaints during the site visit and include findings in the draft site visit report and note at the final conference.

The Commission will only accept formal, written, signed complaints; oral and unsigned complaints will not be considered. Students, faculty, state boards of dentistry and other interested parties may submit an appropriate, signed complaint to the Commission on Dental Accreditation regarding any Commission accredited dental, allied dental or advanced dental education program, or a program that has an application for initial accreditation pending. An appropriate complaint is one that directly addresses a program's compliance with the Commission's standards, policies, and procedures. The Commission is interested in the continued improvement and sustained quality of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

In accord with its responsibilities to determine compliance with accreditation standards, policies, and procedures, the Commission does not intervene in complaints as a mediator but maintains, always, an investigative role. This investigative approach to complaints does not require that the complainant be identified to the program.

The Commission, upon request, will take every reasonable precaution to prevent the identity of the complainant from being revealed to the program; however, the Commission cannot guarantee the confidentiality of the complainant.

Only written, signed complaints will be considered by the Commission; oral and unsigned complaints will not be considered. The Commission strongly encourages attempts at informal or formal resolution through the program's or sponsoring institution's internal process prior to initiating a formal complaint with the Commission. The following procedures have been established to manage complaints: When an inquiry about filing a complaint is received by the Commission office, the inquirer is provided a copy of the Commission's Evaluation and Operational Policies and Procedures Manual which includes the policies and procedures for filing a complaint and the appropriate accreditation standards document. Howard College Department of Dental Hygiene is due for an accreditation site visit in 2022.