

STUDENT RIGHTS AND GRIEVANCE PROCEDURES

Student Complaints & Grievances

Philadelphia College of Osteopathic Medicine is committed to receiving and addressing written student complaints against the College, its faculty, staff, or administrative personnel in a timely manner. This policy applies to all PCOM students, faculty, and staff.

This policy does not apply to discrimination, disability or sexual and gender-based grievances or complaints, which students should address following the processes identified in the Non Discrimination Policy, Disability and Accommodation Policy or Sexual Harassment (Title IX) Policy.

For student complaints and grievances, please refer to the full policy, which is located on *MyPCOM*.

FERPA Complaints

Complaints regarding alleged violations of rights accorded by students by FERPA or the regulations promulgated thereunder may be directed in writing to:

U.S. Department of Education

Student Privacy Policy Office

400 Maryland Ave, SW

Washington, DC 20202-8520

For more information, go to: <https://studentprivacy.ed.gov/file-a-complaint> (<https://studentprivacy.ed.gov/file-a-complaint/>)

State Department of Education

Philadelphia College of Osteopathic Medicine is authorized by the Pennsylvania Department of Education and the Georgia Nonpublic Education Commission. These state education agencies have a formal process for complaints regarding noncompliance with state regulations. In accordance with the Higher Education Opportunity Act, the following contact information is provided for both agencies.

COMMONWEALTH OF PENNSYLVANIA

Bureau of Postsecondary and Adult Education

333 Market Street, 12th floor

Harrisburg, PA 17126-0333

Fax: 717-772-3622

<https://www.education.pa.gov/Postsecondary-Adult/Pages/default.aspx>

STATE OF GEORGIA

The Commission requires that **students utilize and complete their institution's grievance procedure** in an attempt to resolve any complaint or concern before submitting a complaint to the Commission. **If the institution's resolution is not satisfactory, a student may then appeal to the Commission, but it will not investigate a complaint unless the student has exhausted all available grievance procedures outlined by the institution.**

Nonpublic Postsecondary Education Commission

2082 East Exchange Place

Suite 220

Tucker, GA 30084-5305

Phone: 770-414-3300 Fax: 770-414-3309 <https://gnpec.georgia.gov>
(<https://gnpec.georgia.gov/>)