

Notice of Opportunity to File Complaints with the Commission on Dental Accreditation [CODA]

The Commission on Dental Accreditation [CODA] will review complaints that relate to a program's compliance with the accreditation standards of CODA. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education 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 resident.

The OSF Saint Francis Medical Center GPR Program will utilize the Commission on Dental Accreditation [CODA] Policy "To comply with federal regulations, the Commission expects an affiliated institution to maintain records of formal, written complaints filed with the offices of the Chief Executive Officer, Chief Administrative Officer, Program Director, Program Coordinator or the Commission on Dental Accreditation. The records should include information about the disposition of the complaints, including those referred for final resolution. These records will be available to the next CODA comprehensive evaluation team for review.

(From the Commission's Policy on Complaints: CDA -- 01/94; Revised: 08/02)

"Each program accredited by the Commission on Dental Accreditation must develop and implement a procedure to inform students of the mailing address and telephone number of the Commission on Dental Accreditation. The notice, to be distributed at regular intervals, but at least annually, must include but is not necessarily limited to the following language:

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 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.

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 60611-2678 or by calling 1-800-621-8099 extension 4653.

The accredited program must retain in its files information to document compliance with this policy so that it is available for review during the Commission's on-site reviews of the program.

Policy on Complaints Directed at CODA-Accredited Educational Programs

Students, faculty, constituent dental societies, state boards of dentistry, and other interested parties may submit an appropriate, signed complaint to the Commission on Dental Accreditation (CODA) regarding any CODA-accredited dental, allied dental or advanced dental education program, or a program which has an application for initial accreditation pending. 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 and required policies, the Commission does not intervene in complaints as a mediator but maintains, at all times, 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 processes prior to initiating a formal complaint with the Commission....

Inquiries:

When an inquiry about filing a complaint is received by the Commission office, the inquirer is provided a copy of the Commission's Evaluation Policies and Procedures (EPP) manual (includes the Complaint Policy) and the appropriate Accreditation Standards document.

The initial screening is usually completed within thirty (30) days and is intended to ascertain that the potential complaint relates to a required accreditation procedure (i.e., one contained in Evaluation Policies and Procedures [EPP]) or to one or more accreditation standard(s) or portion of a standard which have been or can be specifically identified by the complainant. Written correspondence clearly outlines the options available to the individual. It is noted that the burden rests on the complainant to keep his/her identity confidential. If the complainant does not wish to reveal his/her identity to the accredited program, he/she must develop the complaint in such a manner as to prevent the identity from being evident. The complaint must be based on the accreditation standards or required accreditation procedures. Submission of documentation which supports the non-compliance is strongly encouraged."

OSF Saint Francis Medical Center GPR Program Guidelines

To implement this policy, the GPR Program will keep a record of:

1. Signed, written complaints
2. Formal grievances – (Using the current Appeal Procedures)
3. Reports of signed, written complaints sent to the program from CODA

Record-keeping of complaints will be limited to those formally written and signed, addressed and submitted. Examples of resident complaints are: alleged personal injury from decisions made by faculty, staff, and/or administration; procedural unfairness; and accusations about a decision-making process. The above information must be shared with accrediting agencies, but resident identity will be protected.