



## COMMISSION ON ACCREDITATION FOR RESPIRATORY CARE

### Complaints Reporting Form

#### CoARC Policy 10.0

1. It is the policy of CoARC to review all complaints received from any source, including students, against an accredited program that are related to compliance with CoARC's standards, policies, and procedures and to resolve any such complaints in a timely, fair, and equitable manner using established timelines for each step of the complaint procedure. Furthermore, it is the policy of the CoARC to retain all documentation associated with any such complaint received against an accredited program for a period of not less than one accreditation cycle (typically ten years), and for a period of not less than five (5) years for any complaints received. (Policy 10.01)
2. Any individual member of an accredited program's communities of interest may bring concerns about the program to the attention of the CoARC. Unless the complaint of conduct potentially constitutes a violation of the *Standards* or established Accreditation Policies or Procedures, the CoARC will not intervene on behalf of individuals or act as a court of appeal for faculty members or students in matters of admission, grades, appointment, promotion, or dismissal. CoARC cannot assume authority for enforcing the policies of programs or institutions regarding faculty, professional staff, or student rights. The CoARC's role is to ensure that the policies and procedures of an institution regarding complaints are implemented fairly and as written, or if policies are not present, to make certain that such policies and procedures of a program are developed and implemented. Should the complainant invoke the aid of a court to adjudicate his/her allegation(s), the CoARC will await the outcome of the litigation before it determines whether to take action. If the court concludes that the program has acted appropriately, the CoARC will not be in a position to second guess that judgment and will consider the complaint closed and no further action will be taken. If the court finds that there have been violations, the CoARC will take the court's findings into account in the review of the complaint. A copy of the *Standards* may be obtained through the CoARC Web site ([www.coarc.com](http://www.coarc.com)) or by contacting the CoARC Executive Office. (Policy 10.02)
3. Before submitting allegations, the individual must first attempt to resolve the complaint directly with program/institution officials by following the due process or grievance procedures provided by the program/institution. If the individual is unable to resolve the complaint with program/institution officials or believes that the concerns have not been properly addressed, he or she may submit allegations of non-compliance to CoARC: (Policy 10.03)

Executive Director  
Commission on Accreditation for Respiratory Care  
1248 Harwood Road  
Bedford, TX 76021-4244  
Ph: (817) 283-2835 Fax: (187) 354-8519  
E-mail: [tom@coarc.com](mailto:tom@coarc.com)

4. To receive formal consideration, all complaints must be submitted to the CoARC Executive Office using this Complaints Reporting Form:
  - a. describes the nature of the allegation and the related accreditation *Standards* or accreditation policies or procedures that the complainant believes are not being met by the program;
  - b. documents that the complainant has made reasonable efforts to resolve the complaint, or alternatively that such efforts would be unavailing;
  - c. is signed and dated by the complainant; and
  - d. contains a return postal address and phone number. (Policy 10.04)
5. If the complaint indicates circumstances which, if substantiated, would indicate areas of noncompliance with accreditation standards, the Executive Director will contact the complainant to (1) obtain additional documentation or corroboration, if needed, and (2) request completion of any documentation. If the complainant does not comply with either request, the file will be closed and no further action will be taken. (Policy 10.05)
6. The CoARC shall attempt to maintain the confidentiality of complaints and any corroborating material. However:
  - A. Any information about a program may be released to the Chief Executive Officer or Program Director, members and staff of the CoARC, their respective attorneys, and other persons authorized by the sponsor, required by law or necessity, at the discretion of the CoARC, to fully investigate the complaint; and
  - B. The complainant will be required to sign an authorization to release the written complaint and corroborating materials to the sponsor, staff and Commission members of the CoARC, their respective attorneys, and appropriate outside parties. (Policy 10.06)
7. This Complaints Reporting Form must be completed and sent to the above address with required supporting materials.
8. Complaints that do not meet all of the above requirements will be returned to the complainant with an explanation and request for additional information/clarification. Complaints meeting the above requirements are transmitted by the CoARC Executive Director to the CoARC Executive Committee for consideration. The complainant will be notified only whether an investigation will be undertaken or not; however, they will not be informed of the result of any such investigation.
9. The CoARC will not investigate complaints that are not in writing or that are anonymous. Receipts of all complaints will be acknowledged within ten (10) business days (Policy 10.07)
10. If a complainant fails to submit appropriate materials as requested, the complaint will be closed. (Policy 10.08)

**Name of Complainant:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Phone:**

**Email:**

**Name of the program:**

**Name of the Institution sponsoring the program:**

**City:**

**State:**

**Zip Code:**

**The following materials must be submitted:**

1. Describe your relationship (if any) to the program or the institution sponsoring the program.

2. As stated in Policy 10.04a, describe the nature of the allegation and the related accreditation Standard(s) or accreditation policies or procedures that are believed not to be met by the program.



6. Attach any other documentation that you think would help CoARC in its assessment of this complaint. *Do not include confidential documents such as patient or employment records.*

I, \_\_\_\_\_ attest that the statements/information  
(PRINT FULL NAME)  
provided above are true and correct to the best of my knowledge and that I have made reasonable efforts to resolve the complaint. I grant CoARC permission to send a copy of this complaint to the sponsor's Chief Executive Officer and Program Director, members and staff of the CoARC, their respective attorneys, and other persons authorized by the sponsor, required by law or necessity, at the discretion of the CoARC, to fully investigate the complaint. (Policy 10.05)

**Signature:**

**Date:**

If you have any questions regarding the use of this form or the CoARC complaint process, please contact the Executive Office at 1-817-283-2835 ext. 101.