



**ST. JOHN'S  
UNIVERSITY**

**College of Pharmacy  
and Health Sciences**

## **Doctor of Pharmacy Program**

### **Accreditation and Complaint Policy**

#### **Doctor of Pharmacy Accreditation**

The Doctor of Pharmacy degree program at St. John's University College of Pharmacy and Health Sciences is fully accredited by the Accreditation Council for Pharmacy Education (ACPE), 135 S. LaSalle Street, Suite 4100, Chicago, Illinois 60603. Accreditation standards are available via the ACPE website at [www.acpe-accredit.org](http://www.acpe-accredit.org).

#### **Complaint Policy**

The ACPE is required by the U.S. Secretary of Education to require its pharmacy programs to record and handle student complaints regarding a school's adherence to the ACPE Standards. To comply with this mandate, St. John's University College of Pharmacy and Health Sciences has established the following procedure for students who wish to file a complaint about the school's ability to meet accreditation standards or adhere to ACPE policies and procedures:

- Students should review the ACPE Standards at the ACPE website.
- Students should prepare a typed statement identifying the nature of the complaint, standard(s) violated, and specific facts when pertinent (times, places, persons involved).
- The complaint should be submitted to Dr. Russell J. DiGate, Dean, College of Pharmacy and Health Sciences, St. Albert Hall Room 171, St. John's University, 8000 Utopia Parkway, Queens, NY 11439.
- In addition to the written complaint, the student filing the complaint is also welcome to make an appointment to meet with the appropriate school administrator(s) to discuss his or her complaints and options for resolution.
- The Dean will work with appropriate administrators, committees and staff to resolve the complaint, if appropriate, and respond accordingly to the student filing the complaint.
- Alternatively, the student may file the complaint directly with ACPE at 135 S. LaSalle Street, Suite 4100, Chicago, Illinois 60603 or [www.acpe-accredit.org/complaints](http://www.acpe-accredit.org/complaints) or email [csinfo@acpe-accredit.org](mailto:csinfo@acpe-accredit.org).
- If the student filing the complaint is not satisfied with the response provided by the school then they may also contact ACPE at the above address
- A record of written complaints about the school's adherence to ACPE accreditation standards or policies and procedures will be maintained for ACPE to review at the time of the accreditation site visit.