

Complaint Report
Completed by Employee/Faculty/Practitioner/Student/Patient/Visitor

COMPLAINANT INFORMATION:

Name of Person Filing Complaint: _____ Date: _____

Address: _____

Telephone: _____ Email: _____

Your relationship to AOMA Employee Faculty Practitioner Student Patient Visitor

COMPLAINT INFORMATION:

Complaint Regarding Employee Faculty Practitioner Student Patient Visitor

Name of person complaint is against: _____

1) Date of incident: _____ Time: _____

2) Location: _____

3) Witness(es): _____

4) Description of the incident*: _____

5) What actions have been taken in regards to the incident?

- Addressed complaint with individual Addressed complaint with Supervisor or Administrator
 Addressed complaint with Title IX Coordinator Other _____
 None

6) What actions do you feel are needed*? _____

Explain*: _____

* Attach additional pages as needed

- I affirm that to the best of my ability and knowledge, the information provided in this form is accurate and the events/circumstances are as I described.

Printed Name of Person Completing Report

Signature of Person Completing Report

Date

Printed Name of Person Receiving Report

Signature of Person Receiving Report

Date

Conflict Resolution Procedures

To ensure and promote a productive and cooperative educational, healthcare, and work environment, AOMA wants to resolve conflicts/complaints promptly. It is the policy of AOMA to provide an educational and working environment for its students, faculty, and staff that is free from sex discrimination and sexual harassment. In accordance with federal and state law, AOMA prohibits discrimination on the basis of sex, including sexual harassment.

Any AOMA party who has a dispute or concern should follow the conflict resolution procedures outlined below:

- The affected individual should first make an attempt to resolve the dispute directly with the other party/parties involved. Going to the “source” may be the fastest way to resolve problems.
- If the problem could not be resolved between the concerned parties, the affected individual (complainant) should complete the Complaint Report. The identity of complainants is protected and kept confidential. AOMA cannot accept complaints submitted anonymously. Complaints may be emailed, mailed, dropped off, or faxed.
- This report should be sent to AOMA by email to complaints@aoma.edu; by mail to AOMA, Attn: HR – Complaint Report, 4701 West Gate Blvd, Austin, TX 78756; by dropping off in a sealed envelope labeled HR – Complaint Report at same address to staff in Building C. It can also be faxed (512-454-7001) but confidentiality cannot be guaranteed by facsimile.
- The head of the department is responsible for engaging the evaluation of the Complaint according to AOMA’s Professionalism Policy.
 - Written complaints against students shall be evaluated by the director of clinical education and the appropriate program director if the misconduct is determined to be a minor lapse in professionalism. If the lapse is major or critical in nature, the complaint shall be evaluated by a Misconduct Advisory Committee as outlined in the student manual.
 - Written complaints against employees shall be evaluated by his/her immediate supervisor as outlined in the employee manual.
 - Written complaints about professional clinic practitioners shall be evaluated by AOMA’s president.
 - Written complaints against student clinic patients shall be evaluated by director of clinical education or professional clinic medical director and supervisor or practitioners who have overseen the patient’s care.
 - Written complaints against professional clinic patients shall be evaluated by the professional clinic medical director and practitioners who have overseen the patient’s care or by the president of AOMA if there is a conflict of interest.
 - In no case shall an evaluator of the complaint be either the complainant or the defendant.
- Once the facts and circumstances have been evaluated, a determination will be made regarding necessary disciplinary action/remedial training. The evaluators will conduct a full examination of the facts, hold discussions with all individuals concerned, and advise the affected parties of the decision within five working days of the decision being made. The decision of the evaluators shall be final.
- All written complaints and outcomes shall be brought to the attention of the President’s cabinet.

Students should visit the Texas Higher Education Coordinating Board (THECB) for complaints about AOMA: www.thecb.state.tx.us/studentcomplaints.

Formal complaints against licensed medical practitioners may also be sent to the Texas Medical Board (see below):

Texas Medical Board - NOTICE CONCERNING COMPLAINTS

Complaints must be submitted in writing. The identity of complainants is protected and kept confidential by law, with the exception of complaints filed by insurance and pharmaceutical companies. The Board cannot accept complaints submitted anonymously. Complaints may be emailed, mailed, dropped off or faxed. Complaints about physicians, as well as other licensees and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

Texas Medical Board
Attention: Investigations
333 Guadalupe, Tower 3, Suite 610
P.O. Box 2018, MC-263
Austin, Texas 78768-2018

Assistance in filing a complaint is available by
calling the following telephone number: 1-800-201-9353

For more information please visit the official website at www.tmb.state.tx.us