

## **Commission on Dental Accreditation Complaint Policy**

The East Tennessee State University Dental Hygiene Program is accredited by the Commission on Dental Accreditation (CODA). The Commission on Dental Accreditation is a specialized accrediting body recognized by the United States Department of Education and can be contacted at:

### **Commission on Dental Accreditation (CODA)**

211 East Chicago Avenue

Chicago, Illinois 60611-2678

Telephone: 800-621-8099 or 312-440-4653

Website: <https://coda.ada.org/>

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards or with the policies and procedures of the Commission. The Commission is interested in the sustained quality and integrity of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment outcomes, disciplinary actions, or employment matters.

Individuals who wish to file a formal complaint may do so in writing and submit it directly to the Commission at the address above. The complaint must:

1. Identify the specific accreditation standard(s) or policy(ies) alleged to have been violated, and
2. Provide documentation supporting the allegation.

All complaints are reviewed according to CODA's established procedures. The Commission maintains the confidentiality of all complaint information and informs the program and complainant in writing of the outcome of its review.

## **Program Policy and Student Awareness**

The ETSU Dental Hygiene Program ensures that the Commission's Policy on Complaints is:

- Published in the Dental Hygiene Program Policies and Procedures Manual
- Posted on the Dental Hygiene Program website, and
- Displayed in the Dental Hygiene Student Lounge

Students are informed of this policy during new-student orientation and sign a statement acknowledging they have reviewed and understand the policies contained in the Dental Hygiene Policies and Procedures Manual