

## **POLICY AND PROCEDURE FOR PROCESSING COMPLAINTS INITIATED AGAINST ACCET**

**PURPOSE:** The purpose of this policy document is to establish a standard method for processing complaints regarding ACCET standards, policies, and procedures, the ACCET Accrediting Commission, ACCET staff members, on-site teams, or any party acting on behalf of ACCET.

**POLICY REQUIREMENTS:** In accordance with its mission statement, ACCET has established an accreditation process focused on integrity. Complaints against the ACCET standards, Commission, staff, on-site teams, or any party acting on behalf of ACCET are diligently and impartially investigated by the Executive Board of the Accrediting Commission per its authority as outlined in ACCET Document 13 – Bylaws.

### **PROCEDURES FOR PROCESSING A COMPLAINT AGAINST ACCET:**

1. All complaints should be submitted to ACCET in writing.
2. All complaints of this nature will be forwarded, within ten (10) days of receipt, to the Executive Committee of the Accrediting Commission.
3. The Executive Committee will review the complaint with due diligence appropriate to the nature and substance of the allegations and may request additional information from the complainant, Commission, staff, and/or on-site team members in the course of its review.
4. The Executive Committee will summarize its findings for presentation to the Accrediting Commission at the next regularly scheduled Commission Meeting.
5. Under such circumstances where the Executive Committee or the full Commission determines it appropriate, an ad hoc committee of outside members and/or public member Commissioners will be appointed to independently review and evaluate a complaint and to submit a report for subsequent review by the Executive Committee and the Accrediting Commission.
6. The complainant will be notified, in writing, within 30 days of the close of the Commission's Meeting, as to the findings and action taken and formalized in the Commission meeting minutes.
7. In the event the complaint is against the Executive Committee or the full Commission, an ad hoc committee of outside members will be appointed by ACCET's legal counsel to independently review and evaluate the complaint and to submit a report for subsequent review by the Executive Committee and the Accrediting Commission.