

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

**POLICY REQUIREMENTS:** In accordance with its mission statement, ACCET has established an accreditation process that focuses on integrity, quality, and effectiveness. Complaints against the ACCET standards, Commission, staff, on-site teams, or any party acting on behalf of ACCET will be investigated diligently and impartially by the Executive Committee of the Accrediting Commission consistent with the authority of the Committee defined in ACCET Document 13 – Bylaws.

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

1. All complaints against ACCET are requested, but not required, to be in writing.
2. All such complaints 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 the due diligence appropriate to the nature and substance of the allegations. In the course of its review, the Committee may request additional information from the complainant, Commission, staff, and/or on-site team members.
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 current or former 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 filed 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.