

Complaint Policy

The ACPEinc will consider only complaints related to the agency's policies or accreditation standards. Complaints must be signed by the complainant, and must provide contact information, including an address and telephone number. The agency will normally not act on an anonymous complaint; but if the complaint is so egregious as to suggest that action is warranted, the ACPEinc may conduct an independent investigation.

I. Complaints Lodged Against Accredited Institutions or Programs:

Complaints received are reviewed by the Committee on Accreditation within seven (7) work days of receipt to determine whether they are related to the policies and/or the accreditation standards. If it is determined that the complaint does not relate to the policies or standards, the complainant is notified that the ACPEinc cannot take action and the complaint is closed. If the Committee on Accreditation determines that the complaint is related to the policies and accreditation standards, it is forwarded to the institution or program for a response. The institution or program must provide a response within thirty (30) days. The institution or program may request an extension to respond to the complaint, but must provide an explanation regarding why an extension is needed. The Committee on Accreditation may grant an extension for a maximum of thirty (30) additional days. Upon receipt of the institution's or program's response, the Committee on Accreditation will, within thirty (30) days, review the complaint, and the institution's or program's response, along with any documentation that was received, and develop a report that outlines its finding as to whether any policies and/or accreditation standards have been violated.

The Committee's report will be forwarded to the Board of Trustees for final action. The Board of Trustees must make a final determination within two weeks of receiving the

26 Committee's report, and, if required, a special meeting of the Board of Trustees shall be
27 convened to consider the report. If the Board of Trustees determines that a policy or standard
28 was violated, it will notify the institution or program of its finding, and require that the
29 institution or program take action to come into compliance with the policies and standards. If it
30 is determined that the policies or standards were not violated, the ACPEinc Board of Trustees
31 will notify the institution or program of its finding, and at the same time send a letter to the
32 complainant informing him or her of its final determination.

33 ***II. Complaints Lodged Against the ACPE Inc.***

34 Complaints received are first reviewed by the Committee on Accreditation within seven (7)
35 work days of receipt to determine whether they are related to the policies and/or the
36 accreditation standards. If it is determined that the complaint does not relate to the policies or
37 standards of the ACPEinc, the complainant will be notified that no action can be taken; and the
38 complaint will be closed. If the Committee on Accreditation determines that the complaint is
39 related to the policies and accreditation standards it will forward it to a three member Ad Hoc
40 Committee selected from a pool of individuals who had previously been trained on the agency's
41 standards and accreditation procedures. The Ad Hoc Committee will review the complaint and
42 forward it to the Board of Trustees for a response. The Board of Trustees will have 30 days to
43 respond to the complaint.

44 Upon receipt of the Board of Trustee's response, the Ad Hoc Committee will have 30 days to
45 review the complaint, the response from the Board, and all supporting documentation, and
46 then render a final determination. If the Committee finds that the agency did not violate its
47 policies and/or accreditation standards, no further action will be required. If the Committee
48 finds that the agency did violate its policies and/or standards, it will notify the Board of Trustees
49 that action must be initiated to address the violations. The Ad Hoc Committee will notify the
50 complainant of its final determination.

51 Adopted by Board of Trustees 21 December, 2010 ; 8 April 2017