

Filing a Complaint Against an ACCSC-Accredited Institution

Institutions that are accredited by the ACCSC are required to have a published procedure and operational plan for handling complaints. Accordingly, before contacting the Commission with a complaint against an ACCSC-accredited institution, the Commission encourages complainants to first to avail themselves of the school's complaint procedures.

If you feel an ACCSC-accredited institution school has not adequately addressed a complaint, or that the school is not in compliance with the [Standards of Accreditation](#), you may file a written complaint with the Commission using the [ACCSC Complaint Form](#). In order for a complaint to be processed by ACCSC, it should include:

- The basis for any allegation of noncompliance with ACCSC standards or requirements;
- All relevant names and dates and a brief description of the actions forming the basis of the complaint;
- Copies of any documents or materials that support the allegations, when available; and
- A signed release authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school.

Complaint Process

Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response.

- Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission's requirements.
- The Commission may determine, based on a review of the school's response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the [Standards of Accreditation](#).
- In all cases, both the school and complainant are notified of the final disposition of the complaint.

Although one possible outcome of the complaint process may be the resolution of a dispute between parties, **the Commission does not act as an arbitrator**. The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

For more information on ACCSC, visit us online at www.accsc.org.