



NEW ENGLAND ASSOCIATION OF SCHOOLS AND COLLEGES, INC.

COMPLAINTS AGAINST NEASC AFFILIATED INSTITUTIONS

The New England Association of Schools and Colleges is concerned with institutional integrity and performance consistent with Association Standards and policies. While it does not intervene in the internal procedures of institutions or act as a regulatory body, it does address concerns about conditions at affiliated institutions that raise significant questions about the institution's compliance with the Standards and policies for candidate or accredited institutions.

Complaints are considered only when made in writing and when the complainant is clearly identified. Substantial evidence should be included in support of the allegation that the institution is in violation of identified Standards and policies. Such evidence should state relevant and provable facts. The complaint should demonstrate that a serious effort has been made to pursue all review procedures provided by the institutions.

The Association does not consider allegations concerning the personal lives of individuals connected with its affiliated institutions. It assumes no responsibility for adjudicating isolated individual grievances, nor will it act as a court of appeal in matters of admission, granting of credit, fees, student discipline, collective bargaining, promotion, tenure and dismissals or similar matters. If the Association ascertains that there is litigation/arbitration/mediation between the complainant and institution, no action will be taken on the complaint until that process is concluded. Upon completion of the conflict resolutions procedure, the complainant may renew its request to have the complaint considered by the Association if issues of compliance with Standards and policies remain outstanding.

Procedures for the Review of Complaints

1. A complaint shall be addressed to the Director of the Commission, or other relevant NEASC entity, responsible for the accreditation of that institution. The complaint will be acknowledged in writing and initially reviewed by the Director of the Commission.
2. If the Director finds the complaint not within the scope of relevant Standards and policies and jurisdiction, the complainant will be so informed, and the Commission will take no further action.
3. If the complaint appears to be within the scope of relevant Standards and policies and jurisdiction and is substantially documented, a copy of the complaint will be forwarded to the institution's chief executive officer, who will be asked to respond to the complaint.
4. If the institution acknowledges the complaint as valid, it will advise the Director in writing as to actions taken to rectify the situation, and a copy of the institution's response will be forwarded to the complainant.

5. If the institution denies that the complaint is valid, it will provide a response to the Director indicating why it believes the allegations made either are untrue or do not represent a breach of relevant Standards and policies. Such a response should include supportive documentation where appropriate.
6. If no response is received from the institution, a second request will be forwarded to the institution. If no response to the second request is received, the Director will place the matter on the agenda of the next meeting of the Commission for its determination as to the future course of action.
7. If a response is received from the institution, the Director will review the response from the institution and recommend to the Commission whether (a) the matter should be closed, or (b) the complaint should be investigated further by the Director or committee appointed by the Commission Chair, the number of which shall be within the Chair's discretion, or (c) the complaint should be referred for action at a regularly scheduled meeting of the Commission. The Commission Chair may, but is not required to call a special meeting to act on a complaint.
8. The complainant shall be informed in writing of the steps taken by the Commission in investigating the complaint, including any action taken by the Commission.
9. The Director will provide the Commission with a report of any complaints received since the previous meeting and the action taken with respect to each.