

POLICY AND PROCEDURE FOR PROCESSING COMPLAINTS INITIATED AGAINST ACICS

Policy Requirement: Consistent with its focus on assuring accountability and integrity in all its accreditation processes, ACICS (The Council) has established a procedure for the investigation of any complaints against itself that upholds these expectations. The Executive Committee, serving on behalf of the Council, will oversee the review to assure its independence and objectivity.

Procedures: The following procedures will be employed:

1. All complaints against the Council must be in writing, and includes complaints shared by State and federal agencies.
2. Upon receipt at the Council's office, all such complaints will be forwarded by the President to Legal Counsel for advisement.
3. With consideration from Legal Counsel, the President will present the complaint to the Executive Committee at its next scheduled monthly meeting.
4. The Executive Committee will review the complaint with the due diligence appropriate to the nature and substance of the allegations, requesting, as necessary, additional information from the staff of the Council, the complainant, and any other parties associated with the matter.
5. Upon completion of its review, the Executive Committee will advise the President of its decision.
6. The complainant will be notified, in writing, within 30 days of the Executive Committee's decision, as to the findings and actions taken.
7. Under such circumstances where the Executive Committee determines that it is appropriate, an ad hoc committee of outside members and/or public member Commissioners will be appointed to independently review and evaluate a complainant and to submit a report for subsequent review by the Executive Committee.
8. If a complaint is filed against the Executive Committee, or the full Council, the Board of Ethics, will investigate the matter, consistent with its purview and established procedures. The findings of the Board will be provided, in writing to the Executive Committee for final action.