

AACSB INTERNATIONAL ACCREDITATION COMPLAINT POLICY

AACSB International is committed to sustaining quality and continuous improvement of collegiate education for business administration and accounting. AACSB International will receive and review complaints filed by third parties (e.g., students, faculty members) who claim conduct by the member school contrary to AACSB International accreditation standards, policies or procedures. Complaints should be submitted via email to AACSB International at accreditation@aacsb.edu

All complaints should:

1. identify the specific accreditation standard(s) relevant to the complaint,
2. provide documentation that supports the complaint,
3. identify the complainant,
4. provide permission to share the complaint with the member institution,
5. identify the relationship of the complainant to the member school.

AACSB will acknowledge receipt of complaints within 30 days, but it will not respond to complaints that are not submitted in writing nor will it respond to anonymous complaints.

The EVP & Chief Accreditation Officer and the SVP for Accreditation and Member Services of AACSB International will ascertain whether the complaint satisfies these five requirements and in consultation with the Chair and Vice-Chair of the appropriate accreditation committee determine the appropriate course of action.

If it found that the complaint does not satisfy the five requirements, or the complaint does not fall within the purview of AACSB, the complainant will be notified. Should it be determined that the complaint does fall within the purview of AACSB and that a response from the school is appropriate, AACSB will forward a copy of the complaint and supporting materials to the member school, requesting a written response.

Should the EVP & Chief Accreditation Officer, the SVP for Accreditation and Member Services and the Chair and Vice-Chair of the appropriate accreditation committee determine that the school's response has satisfactorily addressed the complaint and is otherwise satisfied that no violation of the AACSB accreditation standards, policies or procedures has occurred, the matter will be considered closed. AACSB will notify the complainant of the results of the review within 30 days of the determination.

Should the EVP & Chief Accreditation Officer, the SVP for Accreditation and Member Services and the Chair and Vice-Chair of the appropriate accreditation committee believe the issue significantly jeopardizes the quality of students' educational experiences the institution, the relevant committee can proceed with an immediate investigation and make a determination concerning actions related to AACSB accreditation that the accreditation committee will initiate. AACSB will notify the complainant of the results within 30 days of the determination.