

# **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 is contrary to AACSB International accreditation standards, policies or procedures. Complaints should be submitted via email to AACSB International at [accreditation@aacsb.edu](mailto:accreditation@aacsb.edu)

All complaints should:

1. identify the complainant and his/her relationship with the institution;
2. identify the specific accreditation standard(s) relevant to the complaint, and describe how the institution does not align with the standard;
3. provide documentation that supports the complaint; If the complainant has pursued the complaint through university channels, provide complete evidence of this process and the outcome;
4. provide permission to share the complaint with the member institution.

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.

To fall within the purview of the complaint policy, the alleged violation must be directly related to an eligibility criterion or accreditation standard. Generally, personnel cases involving assessments of individual faculty performance and evaluation or promotion and tenure are deemed outside the purview of AACSB. AACSB does not adjudicate issues between individual faculty and administrators, nor does it adjudicate issues such as disputes between a student and professor related to grades or classroom policies. Remedies for these types of disputes should be handled internally through university processes and procedures and through the tenets of shared governance at the university.

## **Process Steps AACSB Will Follow in the Investigation of Complaint**

- 1) The AACSB Senior Director(s) of Accreditation in consultation with the EVP & Chief Accreditation Officer will ascertain whether the complaint satisfies the above five requirements and whether the complaint falls within AACSB purview. If it is 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 and the appeal will be closed.
- 2) After reviewing the complaint, the EVP & Chief Accreditation Officer may, at his or her discretion, request the Chair and Vice-Chair of the appropriate accreditation committee review the complaint and recommend whether the complaint should be sent to the school for a response,
- 3) If the Chair and Vice-Chair of the appropriate accreditation committee, or the EVP & Chief Accreditation Officer determine that the complaint should be sent to the school for a response, then AACSB will forward a copy of the complaint and supporting materials to the member school, requesting a written response. Relevant questions for the school would be: 1) Was this

employee provided due process for each complaint stated? 2) Were university policies and procedures followed consistently and fairly for this individual?

- 4) Upon receipt of the school's response, the Chair and Vice-Chair of the appropriate accreditation committee may be asked to determine whether the school's response has satisfactorily addressed the complaint and is otherwise satisfied that no violation of the AACSB accreditation standards, eligibility criteria, policies or procedures has occurred.
  - a. If the Chair and Vice Chair of the appropriate accreditation committee believe that the school has satisfactorily addressed the complaint, the matter will be considered closed. The EVP & Chief Accreditation Officer may, at his or her discretion, decide to share the complaint with the institution's peer review team at the next regularly scheduled continuous improvement visit;
  - b. If the Chair and Vice-Chair of the appropriate accreditation committee believe the issue significantly jeopardizes the quality of students' educational experiences at the institution, the relevant committee may accelerate the school's next scheduled continuous improvement visit date and inform the peer review team of the issue(s) in dispute.
- 5) AACSB will notify the complainant of the results of the review within 30 days of the determination.

*Approved by the Business Accreditation Policy Committee on March 20, 2018.*