AACSB INTERNATIONAL
COMPLAINT PROCEDURES

AACSB International is concerned with sustained quality and continual 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. Complaints should be submitted in hard copy and via email to AACSB International in care of the appropriate committee:

- For Initial Accreditation: iac@aacsb.edu
- For Continuous Improvement Review: circ@aacsb.edu
- For Accounting Accreditation: aac@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, and (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 Chief Accreditation Officer of AACSB International will ascertain whether the complaint satisfies these five requirements and in consultation with the chair of the appropriate accreditation committee determine if a response from the school is appropriate. If the Chief Accreditation Officer determines 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 the Chief Accreditation Officer determine that the complaint does fall within the purview of AACSB and that a response from the school is appropriate, he/she will forward a copy of the complaint and supporting materials to the member school, requesting a written response.

For schools engaged in the initial accreditation process and if the school is requested to respond to a complaint, the member school will be asked to report on those standards in light of the issues raised in the complaint. The appropriate accreditation committee and subsequently, the Peer Review Team will pay particular attention to those standards in the context of the evidence presented in the complaint, in the school's Self-Evaluation Report, and in the school's response to the complaint. The Peer Review Team will report on its findings regarding the complaint and the involved standards as a part of the Visit Report.

If an accredited member school is requested to respond to a complaint, the school will be asked to report on those standards in light of the allegations of the complaint. The appropriate accreditation committee will review the complaint and the response from the school. If a school is scheduled for a continuous improvement review, the appropriate committee may ask the Peer Review Team to pay particular attention to those standards in the context of the evidence presented in the complaint and the school's response, and the team will make a report on its findings regarding the complaint and the involved standards.

If, on receipt of the complaint, the Chief Accreditation Officer and the chair of the appropriate accreditation committee believe the issue significantly jeopardizes the quality of students' educational experiences at an accredited institution, the relevant committee can proceed with an immediate investigation, rather than awaiting the next scheduled maintenance review.

Should the Chief Accreditation Officer and 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.

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