

# **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 institution is contrary to AACSB International accreditation standards, policies or procedures or Eligibility Criteria. Complaints filed by third parties should be submitted via email or regular mail to AACSB International at [accreditation@aacsb.edu](mailto:accreditation@aacsb.edu).

In some instances AACSB may become aware of potential violations of the accreditation standards or Eligibility Criteria through public disclosure. This policy also covers those instances as well. The purview of this policy aligns with the scope of the institution's AACSB accreditation. AACSB accreditation is granted by default to the institution, meaning that all business and management degrees and related programmatic activities operating within the institution are to be included in the scope of the AACSB accreditation review, unless otherwise excluded.

All complaints should:

1. identify the complainant and his/her relationship with the institution;
2. identify the specific eligibility criteria and/or 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 the institution's channels, provide complete evidence of this process and the outcome.

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. Insofar as possible, the confidentiality of individuals reporting suspected violations and those participating in investigations will be maintained. Identities will only be disclosed as necessary to conduct a thorough investigation or to comply with the law.

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 the institution's processes and procedures and through the tenets of shared governance at the institution.

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

- 1) The Assistant Vice President, Accreditation Strategy and Policy in consultation with the Chief Accreditation Officer (CAO) will ascertain whether the complaint satisfies the above requirements and whether the complaint falls within AACSB purview. If it is found that the complaint does not satisfy the requirements, or the complaint does not fall within the purview of AACSB, the

complainant will be notified and the appeal will be closed. A copy of the complainant notification may be sent to the institution at the discretion of the CAO.

- 2) If action is warranted, actions may include, but are not limited to: a letter of concern sent to the institution which they are asked to respond to, notification to AACSB's operating committee or Board of Directors, or a letter of intent to investigate being sent to the institution. In cases that are deemed to be pervasive and serious in nature, the institution's next accreditation visit may be expedited based on guidance from the appropriate operating committee and/or Board of Directors.
- 3) If the EVP & Chief Accreditation Officer determines that the complaint should be sent to the institution for a response, then AACSB will forward a copy of the complaint and supporting materials to the member institution, requesting a written response.
- 4) Upon receipt of the institution's response, the Chair and Vice-Chair of the appropriate accreditation committee and/or Board of Directors may be asked to determine whether the institution'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 and/or Board of Directors believe that the institution 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 and any response submitted by the institution 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 and/or Board of Directors believe the issue significantly jeopardizes the quality of students' educational experiences at the institution, the relevant committee may expedite the institution'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.*

*Last Updated by Business Accreditation Policy Committee on April 12, 2019*