Consistent with its focus on ensuring accountability and integrity in all its accreditation processes, the Council has established these procedures to investigate any complaints initiated against ACICS. The Executive Committee, serving on behalf of the Council, will oversee the review to ensure independence and objectivity.

The following procedures will be employed:

1. Any complaint against ACICS must be in writing; this includes complaints shared by state and federal agencies.
2. The President will forward the complaint to legal counsel for advisement.
3. The President will then present the complaint – with consideration from legal counsel – to the Executive Committee at its next scheduled meeting.
4. The Executive Committee will review the complaint with the due diligence appropriate to the nature and substance of the allegations. If necessary, additional information will be requested from ACICS staff, the complainant, and other associated parties.
5. On completing its review, the Executive Committee will advise the President of its decision.
6. Within 30 days of the Executive Committee’s decision, the complainant will be notified in writing as to the findings and actions taken.
7. Should the Executive Committee deem it appropriate, an ad hoc committee of outside members and/or public member Commissioners will be appointed to independently review and evaluate a complaint 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 Ethics Review Committee will investigate the matter, consistent with its purview and established procedures. The findings of the Ethics Review Committee will be provided in writing to the Executive Committee for final action.