

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 allegations 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 by email to AACSB International in care of the appropriate committee:

- For Initial Accreditation: IAC@aacsb.edu
- For Maintenance of Accreditation: MAC@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, and (3) identify the relationship of the complainant to the member school.

The Chief Accreditation Officer of AACSB International will ascertain whether the complaint satisfies these three requirements. When the requirements are met, s/he will forward the complaint to the Initial Accreditation Committee (IAC), Maintenance of Accreditation Committee (MAC), or the Accounting Accreditation Committee (AAC) as appropriate. The Chief Accreditation Officer will also forward a copy of the complaint and supporting materials to the member school.

For schools engaged in the initial accreditation process, special emphasis will be focused on the standards that the complaint alleges are not met. The member school will be asked to report on those standards in light of the allegations of the complaint. 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.

For accredited schools, at the next scheduled maintenance review, special emphasis will be focused on the standards that the complaint alleges are not met. The member school will be asked to report on those standards in light of the allegations of the complaint. The Peer Review Team will 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 relevant committee believe the issue significantly jeopardizes students' educational experiences at an accredited institution the relevant committee will proceed with an immediate investigation, rather than awaiting the next scheduled maintenance review.

(Adopted by the Accreditation Quality Committee, August 24, 2004)