

IAOIP Accreditation Complaint Policy and Process

IAOIP Policy: Complaints Against an IAOIP Accredited Program

The IAOIP maintains a performance level consistent with its standards and policies. In order to be considered, complaints must be easily identifiable and made in writing. Complaints are to be addressed to the IAOIP and include the following:

- i) Evidence supporting the view that the accredited program has violated IAOIP accreditation standards and policies.
- ii) The complainant must demonstrate that they have attempted all available review procedures other than making a complaint to IAOIP.
- iii) The complainant must allow the complaint to be forwarded to the program in question.
- iv) Expenses incurred by the Investigative Team for their Onsite Visit (e.g., lodging, meals, travel expenses) are the equal responsibility of the program in question and the complainant.

If there is any pending litigation involving the complainant and the program, then no further action shall be taken. The complainant is required to sign a statement indicating that no such litigation is pending.

All complaints and further comments from the program in question are to be placed on the agenda and addressed at the following IAOIP Board meeting.

IAOIP Process: Complaints Against an IAOIP Accredited Program

A) Grounds for Submitting a Complaint Against a Program

- 1) IAOIP considers and will take action on specific complaints for currently accredited programs or those under consideration of accreditation.
- 2) To be considered, a complaint must be made in writing and must be clearly identified.
- 3) Prior to filing a complaint with the IAOIP, the complainant must have made a serious effort to pursue other review procedures, including contacting administrators within the program and/or academic institution.
- 4) Permission must be given for the IAOIP to forward the complaint to the program in question.
- 5) The complainant must submit a statement indicating that they are unaware of pending litigation or disputes against the program in question at the time of lodging the complaint. If litigation exists, then the IAOIP can take no action on the matter.

B) Receipt of Complaint Against a Program

- 1) Any complaint against an IAOIP accredited program must: be written, be specific to

the criteria being violated, identify the desired outcome, include proof that all administrative channels within the program/institution have been attempted, include a statement verifying there is no current litigation, and be signed by the complainant.

2) Complaints may be sent either via email or postal mail.

E-mail: abram@iaoip.org

Send Postal Mail to Corporate Head Quarters

3) In the event that the criteria outlined in B).1 is not met, then the program in question shall be notified of the complaint, but no further action will be taken by the IAOIP.

4) Despite no formal action being taken, a record of the complaint shall remain on file and be given to the Evaluation Team for the next Onsite Evaluation of the program in question.

C) Review of Complaints

1) Once a complaint satisfies all of the criteria outlined in B).1., the IAOIP will acknowledge that the complaint has been received and provide more details to the complainant as to any further action within fifteen (15) days of the date of the Board decision.

2) Any materials received regarding the complaint are to be sent to the program in question within thirty (30) days of receiving the complaint.

3) IAOIP may request from the program a summary of the actions that lead to the complaint, provided that the program in question verifies the complainant sought out all relevant administrative channels, and is not in litigation with the program. Within thirty (30) days of the incident, this information should be sent to the IAOIP via email or postal mail.

E-mail: abram@iaoip.org

Send Postal Mail to Corporate Head Quarters

IAOIP shall review this information at the next scheduled Board meeting.

4) After reviewing the collection of information submitted to them by the complainant and program in question, the IAOIP shall determine if the program has violated any accreditation standards. The possible actions following this review include:

- a. Determining that the complaint is not sufficient to warrant an investigation.
- b. Determining that the complaint is valid and subsequently requires the appointment of a three (3) member investigative team.

D) Selection of Investigative Team

1) A list of persons qualified to serve on the Investigative Team shall be kept by the IAOIP. These persons need to have working knowledge of the IAOIP accreditation procedures and not have a conflict of interest as identified in the IAOIP Accreditation Handbook. No current Board members or Evaluation Team members who have been

- involved in any aspect of the complaint may be investigative team members.
- 2) The Investigative Team consists of one (1) Team Chair and two (2) other members.
 - 3) At least one member must be from academia, and at least one member must be from industry.
 - 4) Names and resumes of proposed Investigative Team members must be forward to the complainant as well as the representative of the program in question within twenty (20) days of the team appointment.
 - 5) If either party believes a member of the Investigative Team to be unqualified or have a conflict of interest, then IAOIP is to be notified within ten (10) days of receipt of Investigative Team member names, and that member is to be replaced by a substitute meeting the requirements.

E) Investigative Team Procedures

- 1) Each member of the Investigative Team must receive a copy of the complaint and any action that the IAOIP has already taken on the matter.
- 2) A copy of all materials within the complaint must be made available to the complainant and the representative of the program in question.
- 3) The formal investigation begins within thirty (30) days of the investigative team being appointed. The investigation will include:
 - a) An onsite visit
 - b) The opportunity for the complainant and a representative of the program to appear before the team.
- 4) All findings are to be reported to the IAOIP at the next scheduled Board meeting.

F) IAOIP Decision

- 1) THE IAOIP Board will make the final decision regarding any complaint. They may take any of a number of actions depending on the evidence, including:
 - a) Allow the program in question to continue its accreditation status without issue.
 - b) Allow the program in question to continue its accreditation status but require a review sooner than previously scheduled.
 - c) Withdraw the accreditation status of the program.
- 2) The complainant and the program in question are to be notified of a decision within thirty (30) days of the IAOIP making it. Any unfavorable decision may be appealed by the program in question by following the IAOIP Appeals Process.

G) Investigation Expenses

- 1) The individual filing the complaint is responsible for any expenses incurred in doing so (e.g., developing and/or presenting the complaint).
- 2) Any expenses incurred in response to the complaint are the responsibility of the program in question.
- 3) The expenses for the selection of the Investigative Team are the responsibility of the IAOIP.