

## **How to File a Complaint with AAA**

Thank you for contacting the Accrediting Association of Seventh-day Adventist Schools, Colleges & Universities (“Adventist Accrediting Association” or “AAA”) regarding the AAA’s process for handling complaints. The primary purpose of the AAA is to ascertain that its member schools uphold and maintain the mission and standards of the Seventh-day Adventist Church. Institutions accredited by AAA are expected to exhibit academic quality and ethical business practices that are in line with the mission and standards of the Church. The AAA Accreditation Standards form the basis upon which the AAA makes all assessments regarding educational quality and are available for public review on AAA’s website at [www.adventistaccreditingassociation.org](http://www.adventistaccreditingassociation.org).

Institutions that are accredited by AAA must have a published procedure and operational plan for handling complaints. Complainants are encouraged first to avail themselves of the school’s complaint procedures. If you feel that the school has not adequately addressed a complaint or that the school is not in compliance with accreditation requirements, you may file a complaint with the AAA in accordance with the following:

1. All complaints must be received by AAA in writing.
2. In order for a complaint to be processed, it should contain:
  - a. The basis for any allegation of noncompliance with the AAA’s standards or requirements;
  - b. All relevant names and dates and a brief description of the actions forming the basis of the complaint; copies of any documents or materials that support the allegations, when available;
  - c. Information regarding any steps already taken to resolve the complaint within the process provided for by the institution; and
  - d. A release from the complainant authorizing the AAA to forward a copy of the complaint, including the identification of the complainant, to the school. This can be achieved by completing and submitting page 2 of the Complaint Form. This form is available on the AAA website.

Upon receipt of a complaint filed in accordance with these guidelines, AAA will forward a copy of the complaint to the school for a response. Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with AAA’s requirements. After a review of the school’s response, AAA may determine that the school has adequately addressed the concerns raised in the complaint and is in compliance with the accreditation standards.

In all cases, both the school and complainant are notified of the final disposition of the complaint. Although one possible outcome of the complaint process may be the resolution of a dispute between parties, AAA does not act as an arbitrator.

AAA’s primary responsibility in reviewing complaints is to ensure that member schools remain in continuous compliance with accreditation requirements. AAA will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

Please note: If you do not return a completed complaint form, your complaint may not be processed by AAA.

# Adventist Accrediting Association

## COMPLAINT FORM

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Complainant Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Province: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

School Name: \_\_\_\_\_

School Address: \_\_\_\_\_

School City: \_\_\_\_\_

State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

### INSTRUCTIONS

1. Please review this form in its entirety. For further information on the AAA's procedures for handling complaints, please visit the AAA's website at:  
[http://adventistaccreditingassociation.org/index.php?option=com\\_content&view=article&id=49&Itemid=71](http://adventistaccreditingassociation.org/index.php?option=com_content&view=article&id=49&Itemid=71).
2. Please attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. If available, please include copies of any documents or materials that support the allegations set forth in the complaint. Please note that AAA will only process complaints that reasonably show that a school may not be in compliance with accrediting standards or requirements.

### STATEMENT GRANTING PERMISSION TO FORWARD COMPLAINT TO SCHOOL

*I certify that the information I have provided is correct to the best of my knowledge and hereby grant the AAA permission to forward the complaint to the school for a response.*

Signature: \_\_\_\_\_

Date \_\_\_\_\_

The response and the complaint will be kept on file for future reference.

**SUBMIT TO:** Accrediting Association of Seventh-day Adventist Schools, Colleges & Universities  
12501 Old Columbia Pike  
Silver Spring, Maryland 20904-6600, USA