

## **Grievances Policy**

**Purpose:** This policy will define how applicants for accreditation can file a grievance with the ACAC.

**Scope:** Will determine the step-by-step process for review of grievances.

### **Policy:**

An applicant for accreditation that is materially aggrieved by a decision or other action of the ACAC may request that the ACAC reconsider the action. A request for reconsideration must be made in writing and delivered by mail, courier or email to the ICE Director of Accreditation Services, 2025 M Street NW, Ste. 800, Washington, DC 20036, [info@credentialingexcellence.org](mailto:info@credentialingexcellence.org), no later than thirty (30) days after the date on which the ACAC sent or gave notice of its action (proof of delivery required). If the ACAC does not receive a timely request for reconsideration, then the underlying action shall be final.

The written request for reconsideration must identify the decision or other action for which reconsideration is sought; describe with specificity the reasons or grounds for reconsideration; and state what relief the applicant seeks. The ACAC will reconsider a decision denying accreditation or re-accreditation only if the reasons or grounds for reconsideration arise from: (1) errors of fact in the decision-making process; and/or (2) a failure to conform to published standards, policies or procedures of the ACAC.

In most cases, the ACAC will review a request for reconsideration at its next regularly scheduled meeting, following receipt of the request, and will notify the applicant of its decision in writing as promptly thereafter as possible. The notice shall contain a short and plain statement of the reasons for the decision. The ACAC's determination of a request for reconsideration constitutes final action of the ACAC unless the applicant requests an appeal hearing, described below.

### **Appeal Hearings**

An applicant for accreditation that is materially aggrieved by a decision or other action of the ACAC, including an adverse determination of a request for reconsideration, may appeal such action by requesting an in-person hearing before the ACAC.

The applicant's request for an appeal hearing must identify the decision or other action for which reconsideration is sought; describe with specificity the reasons or grounds for appeal; and state what relief the applicant seeks. The ACAC will review a decision denying accreditation or reaccreditation only if the reasons or grounds for appeal arise from: (1) errors of fact in the decision making process; and/or (2) a failure to conform to published standards, policies or procedures of the ACAC.

The request must be made in writing and delivered by mail, courier or email to the ICE Director of Accreditation Services, 2025 M Street NW, Ste. 800, Washington, DC 20036, [info@credentialingexcellence.org](mailto:info@credentialingexcellence.org), no later than thirty (30) days after the date on which the ACAC sent or gave notice of its action (proof of delivery required). The applicant shall bear its own costs of appeal, including but not limited to the costs of travel,

attorney's fees and for transcribing the hearing. If the ACAC does not receive a request for an appeal hearing within 30 days, by which time the applicant must also pay to the ACAC (ICE) a nonrefundable administrative fee of \$2000, then the underlying action shall be final.

Updated 2/1/2018 editorial only (address).