

## **CCE Policy 64      Complaints**

The Council on Chiropractic Education (CCE) makes every effort to insure the avoidance of improper behavior and the appearance of impropriety in a manner that protects the integrity of CCE. In addition, CCE Accredited DCPs seek to ensure compliance with the requirements of the CCE *Standards* and *Policies*. Therefore, CCE has established the following procedures for receipt and resolution of alleged complaints against one of these CCE entities:

1. CCE Councilors, Academy of Site Team Visitors, CCE Administrative Office Staff, Member Representatives or any other agent of this organization.
2. CCE Standards or Policies
3. CCE Accredited DCPs

### **Requirements**

In order for a complaint to receive the attention it deserves, the Council requires that complaints be received within four calendar years of the alleged violation, and are:

- a. Submitted in writing, signed and dated,
- b. Clearly identified as a complaint,
- c. Specifically citing which CCE Standards, policies or other have been violated,
- d. Identified party who the complaint is against,
- e. A clear and concise description of the complaint, and
- f. No litigation against the identified party regarding the complaint was raised.

**NOTE: By submitting a complaint and including all information listed above, the complainant acknowledges that the process to resolve the issue(s) may require the release of any or all of the complaint information to any party involved in the resolution and decision making process.**

If the complaint does not contain the required information listed above, or if the complainant has not agreed to be identified to any party, as specified in this procedure, or if the complaint does not appear to be within the scope of the CCE *Standards* or *Policies*, the CCE President will notify the complainant, the Council Chair and enclose a copy of this policy.

CCE will attempt to address all reasonable requests, however, the complaint must be relevant and within CCE control and/or jurisdiction. In those instances where the complaint is not within CCE control and/or jurisdiction the CCE President will acknowledge receipt and refer the complainant to the proper agency/entity for consideration (and notify the Council Chair).

If the complainant has instituted litigation regarding the complaint, the CCE President will notify the complainant and the Council Chair that the CCE will take no action regarding the complaint until litigation is resolved. It is the responsibility of the complainant to resubmit the complaint if further action is desired.

The CCE President and Council do not intervene on behalf of individuals or act as a court of appeal in matters of admission, granting or transferability of credits, disciplinary matters, fees, collective bargaining, faculty appointments, dismissals or similar matters. The Council will not respond to concerns or allegations regarding the personal lives of individuals connected with accredited programs. The investigation of any complaint is based exclusively on CCE

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accreditation requirements and/or related policy.

### **INFORMAL PROCESS**

1. Upon receipt of a complaint, the CCE Administrative Office staff will forward a copy of the complaint to the CCE President and file the original complaint in accordance with the CCE Administrative Office File Plan and acknowledge receipt of the complaint within two (2) weeks to the complainant. Should the President be named in the complaint, the CCE Administrative Office staff will forward the complaint to the Council Chair.
2. The President shall first attempt to resolve the complaint on an informal basis by reviewing the complaint and specifically determining what CCE accreditation requirements or related policies have been violated. The President shall consider information provided by the complainant, contact parties involved with the complaint (if necessary), and work with these parties in an effort to resolve the issue(s) at this level. No time constraints are set with the informal process but all parties are reminded to be professional and reasonable in their efforts to resolve the complaint in a timely manner.
3. If the complaint is resolved at this informal level, the President will provide to the involved parties a written summary of the actions taken to resolve the complaint. If it becomes apparent that the efforts to resolve the complaint at this level will not lead to resolution, the President will note this lack of resolution in writing to all involved parties, to include the Council Chair.
4. If the complaint is not resolved at this informal level, the complainant may file a formal complaint and must notify the CCE President, in writing, to proceed with the formal process. If the complainant proceeds with the formal process, the letter to the CCE President must also include a clear explanation of the complainants' desired resolution.
5. Upon receipt of the formal process letter from the complainant, the CCE Administrative Office staff will forward a copy of the letter to the CCE President and file the original letter in accordance with the CCE Administrative Office File Plan and acknowledge receipt of the letter within two (2) weeks to the complainant.

### **FORMAL PROCESS**

1. Upon receipt of a letter from the complainant to proceed with the formal process, the President will forward the formal process letter, original complaint and written summary of the actions taken and outcomes of the effort to resolve the complaint at the informal level to the Council Chair for review within one (1) week of receipt of the formal process letter. Should the Council Chair be named in the complaint, the President will forward the complaint to the CCE Council Development Committee Chair. Should the Council Chair and the Council Development Committee Chair, both be named in the complaint, the President will forward the complaint to an uninvolved member of the Council Executive Committee.
2. The Council Chair will review the written complaint to determine its completeness, request additional information from the CCE President and/or complainant (if required) and determine if the Council Executive Committee or Council are required for the decision making of the complaint. Upon completion of this review, the Council Chair will contact the chief officer of the

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involved CCE entity (or CAO of the DCP), any involved members of that entity, and the complainant (if necessary) in the attempt to resolve the issue(s) at this level. If the Council Chair can determine and recommend appropriate resolution(s) for the complaint at this stage, he/she will describe such resolution(s) as part of a written notice. Normally, the Council Chair will complete this action within two (2) weeks of the date of receipt of the formal complaint.

If the Council Chair cannot resolve the complaint by contacting the above individuals, the Council Chair will provide a copy of the formal complaint to those noted above and request a written response from the chief officer of the involved CCE entity (or CAO of the DCP) and any involved members of that entity, if necessary. Normally, this response is to be received by the Council Chair within two (2) weeks of the date of receipt of the formal complaint from the President.

3. If the above noted responses are requested, the Council Chair will review the documentation provided, make a determination of resolution and provide a copy of the written notice and the responses to the complainant. The Council Chair will then review the notice and responses (if applicable) with the complainant to determine if the resolution(s) has satisfied the complainant or if the complainant wishes to further pursue the matter. If the complaint is resolved at this level, the Council Chair will provide written confirmation of closure, to all parties, with a description of the actions taken to resolve the complaint.

4. If the complainant wishes to further pursue the complaint (appeal the decision), the President will request that the Council Chair appoint a three-person panel of uninvolved parties to review the complaint. All individuals on the review panel must be a member of a CCE entity, and the panel shall be composed of one individual each in the category of DCP member, practicing chiropractor, and public member. The members of the review panel shall select a spokesperson /chairperson.

5. The review panel will receive copies of all aforementioned documents and may seek additional information from the complainant and/or those against whom the complaint is lodged. The review panel will consider all such information and provide a written analysis of its findings along with any necessary stipulations for resolution of the complaint. The report of the review panel will be sent to the complainant, all involved parties and the President. The President shall act to carry out the decision and any stipulations of the review panel. There is no provision for appeal of this decision. Normally, the work of the review panel will be completed within four (4) weeks of the date on which they received the written document(s) pertaining to the complaint.

6. All expenses for the complaint resolution process shall be borne by CCE and the complainant.

### **Council Actions**

If, as a result of the complaint review, a change in *Standards* and/or *Policies* is indicated, such change will be proposed in accordance with CCE policies and procedures for action at the next regularly scheduled meeting of the Council. The complainant will be informed in writing regarding the outcome of the matter.

If the complaint is referred to a Council committee, the appropriate committee will submit a report of its findings and recommend action to the Council. This report should be submitted in

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time to be considered by the Council at its next regularly scheduled meeting following receipt of the complaint. The complainant is informed of the investigative steps taken by the Council, including any Council action. If appropriate, materials relating to a complaint will be filed for review at the time of the next regularly scheduled on-site accreditation visit.

**Combined:    CCE Policy COA-31, BOD-64, BOD-65 & BOD-67 (1/17/10)**

**Approved:    01/13/02**

**Revised:     03/08/09, 01/17/10**