

CCE Policy BOD-64**Complaints against CCE Board of Directors,
Commission on Accreditation and their members
and agents**

It is the policy of The Council on Chiropractic Education that its organizational entities and the members and representatives thereof shall insure the avoidance of improper behavior and the appearance of impropriety, and shall conduct themselves in a manner that protects the integrity of CCE. In recognition of the need to provide appropriate means for receipt and resolution of potential complaints against these entities or the members and representatives thereof, the CCE Board of Directors has established the following procedures.

Procedures to support policy BOD-64

CCE will receive and review written and signed complaints regarding alleged violations of the CCE Board of Directors, Commission on Accreditation and the members, representatives or agents of those entities. CCE will review such complaints as submitted by any CCE accredited entity or its authorized representative(s), or by members or representatives of CCE entities.

INFORMAL PROCESS

1. Complainants shall first attempt to resolve complaints on an informal basis by presenting the matter in writing to the CCE Executive Director (ED). The ED shall consider information provided by the complainant, contact all parties involved with the complaint, and work with these parties in an effort to resolve the issue(s) at this level.
2. Although there is no specific time requirement for conclusion of this informal process, it is expected that all parties will provide information and consider issues as expeditiously as possible in efforts to resolve the complaint in the shortest reasonable time. If the complaint is resolved at this informal level, the ED will provide to the involved parties a written resume 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 ED will note this lack of resolution in writing to all involved parties.
3. If the complaint is not resolved at this informal level, the complainant may file a formal complaint.

FORMAL PROCESS

1. The complaint must be submitted in writing to the CCE ED and must provide accurate information sufficient to enable clear understanding of the reason for the complaint, the alleged violation and the desired resolution. The complaint must also provide a written summary of the actions taken and outcomes of the effort to resolve the complaint at the informal level.
2. The CCE ED will review the written complaint to determine its completeness and to affirm that the complaint is related to the stated requirements noted above. Upon completion of this review, the ED will inform the chief officer of the involved CCE entity, any involved members of that entity, and the complainant regarding the outcome of this review in the form of a written notice. If the ED can determine and

recommend appropriate remedies for the complaint at this stage, he/she will describe such remedies as part of the notice. However, in no case shall the ED be authorized or responsible to affect resolution of the complaint at this stage of the formal process. Normally, the ED will complete this action within two (2) weeks of the date of receipt of the written notice.

Along with the above notice, the ED shall provide a copy of the written complaint to those noted above and request a written response from the chief officer of the involved CCE entity and any involved members of that entity. Normally, this response is to be received by the ED within two weeks of the date of receipt of the notice from the ED.

3. Once the noted responses have been received, the ED will provide a copy of the written response to the complainant. The ED will then review the response with the complainant to determine if the response has satisfied the complainant or if the complainant wishes further to pursue the matter. If the complaint is resolved at this level, the ED will provide written confirmation of closure with a description of the actions taken to resolve the complaint.
4. If the complainant wishes further to pursue the complaint, the ED will request that the President of the CCE Board of Directors appoint a three-person panel of uninvolved parties to review the complaint. Should the President of the CCE Board of Directors be involved in the complaint, the ED will request that the CCE Vice President appoint such a panel. Should the Board President and the COA Chairman both be involved in the complaint, the ED shall ask an uninvolved official of a CCE entity to appoint the panel. 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 ED. The ED 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 weeks of the date on which they received the written document pertaining to the complaint.
6. If, for any reason, the review panel is unable to arrive at a decision and/or agreement on any stipulations for resolving the complaint, the review panel shall be dismissed. The above noted process shall be used to appoint a second and independent review panel with the same form of representation as the first. The second review panel shall follow the same process noted for the original panel, and the outcomes of that review shall be published and carried out as noted above. There is no provision for appeal of this decision.
7. If, for any reason, the second review panel is unable to arrive at resolution of the complaint, the ED will consider all written comment and documentation, consult with uninvolved parties to the extent necessary, and render a resolution to the complaint. There is no provision for appeal of this decision.

8. Reasonable and ordinate expenses for the complaint resolution process, as determined by the ED, shall be borne by CCE.

Approved: 02/02/91

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