



## **Middle States Commission on Higher Education**

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### *Policy*

## **Complaints Against the Commission**

(Effective November 1, 2012)

The purpose of this Policy is to provide a mechanism by which individuals or entities may complain to the Commission about the Commission's lack of compliance with its own published policies and procedures, with federal regulations or with the recognition criteria of the Council for Higher Education Accreditation (CHEA). However, to fall within this Policy a formal complaint against the Commission must involve issues broader than concern about a specific institutional action or a specific team.\* The Commission pledges to review in a timely, fair, and equitable manner, and apply unbiased judgment to complaints against itself and take follow-up action, as appropriate, based on the results of its review.

The Complaints must (1) be submitted in writing to the President of the Commission, (2) state clearly the nature of the complaint including the relevant facts and circumstances, and (3) be signed.

The President of the Commission will acknowledge all complaints via return letter within 14 days of receipt. The President, on behalf of the Commission (or the Chair, if the complaint involves the President) reviews each complaint made against the Commission within 30 days (unless the Commission grants a reasonable request for additional time); reports, as may be warranted or required, to the Executive Committee (during its monthly meetings) and/or to the Commission on the nature and disposition of complaints against the Commission; implements corrective action where appropriate or makes recommendations to those having authority to implement the corrections; and compiles annually a list, available to the public on request, that summarizes the complaints and their dispositions. Upon advice of counsel, the Commission retains the right to withhold public disclosure of information if potential legal action is involved in the complaint.

The Commission's disposition of complaints under this policy is final. Complainants do not have a right to appeal that disposition.

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\* For appeal of specific actions, please see Procedures for Appeals from Adverse Accrediting Decisions. For complaints regarding individual institutions, see the policy "Complaints Involving Member or Candidate Institutions."