

Procedure for Filing a Complaint Related to the Program with CAPTE

Submission of Complaint

Complaints shall be submitted in writing via the following link: <http://www.capteonline.org/Complaints/> and shall clearly describe the specific nature of the complaint and the relationship of the complaint to the *Evaluative Criteria for Accreditation*, provide supporting data for the charge, and identify the name(s) and relationship(s) to the education program of the individual(s) initiating the complaint. If the complaint alleges a violation of CAPTE's *Statement on Academic Integrity in Accreditation* or CAPTE's *Statement on Integrity Related to Program Closure*, the complainant should provide supporting data for the allegation, and identify the name(s) and relationship(s) to the education program of the individual(s) initiating the complaint. Complaints that do not contain required information will be returned to the complainant with an explanation of why the complaint is being returned. Returned complaints may be resubmitted at any time.

Complaints that are submitted anonymously are not considered to be formal complaints and will not be reviewed. They will, however, be forwarded to the program for information purposes only. No record of anonymous complaints will be maintained by the Department of Accreditation.

Timing of Submission and Review

CAPTE will ordinarily review complaints at its next regularly scheduled meetings (late April and late October) following receipt of the complaint. In order for the process to be completed in time for considered review by CAPTE, complaints must be received by January 1 to be considered at the April meeting and by July 1 to be considered at the October meeting.

At its discretion, CAPTE may choose to consider complaints between its regularly scheduled meetings. Ordinarily, such consideration will occur only when delay in consideration of the complaint could have a serious adverse effect on either the complainant or the institution.



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