

Complaint Response
Revised 2/12

DIRECTIONS FOR RESPONDING TO COMPLAINTS

1. Your response to the allegations listed in the complaint notice should be in narrative form.
2. You need to respond completely to each allegation contained in the complaint setting forth all defenses which you intend to assert.
3. Attach to your response all documents which support your position.
4. You need to submit two (2) copies of your response. Each copy must be typewritten, bound and collated, and should not be larger than 8 ½ x 11 inches.
5. Do not submit individual pages or groups of pages in plastic sleeves. These may be used only for odd-shaped exhibits.
6. Submit the complete response via certified mail or other traceable means to the NACCAS staff person who is responsible for processing the complaint within twenty-one (21) days of receiving the complaint notice.
7. In the event that NACCAS requires additional information from you, it will be requested in writing.

Complaints which allege serious violations of accreditation requirements will be referred to the full Board of Commissioners. In all cases, you will be notified in writing of any action taken by the Commission toward resolving the matter.

Note: For additional information concerning complaints, consult Section 6.0 of the Commission's *Rules of Practice and Procedure* or contact the NACCAS office at (703) 600-7600.

Failure to comply with any of the foregoing directions could adversely affect your institution's accreditation status.