

A02. TRACS Complaint Proceeding¹

Applies to:	Employees/Students	Overseer:	EVPP
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Policy Statement:

The Transnational Association of Christian Colleges and Schools (TRACS) values the role of information provided by students, employees, and others in performing its role of monitoring institutional compliance with TRACS Accreditation Standards. TRACS is also interested in assuring that member institutions maintain appropriate grievance and due process procedures, provide procedural fairness, and consistently apply their policies and procedures

Procedure:

The TRACS procedures for the review of complaints involving member institutions are designed to enable TRACS to address possible violations of the TRACS Standards and the proper and uniform application by institutions of their own policies and procedures, as they relate to the TRACS Accreditation Standards.

TRACS only considers complaints which are in accordance with the following:

- The complaint or allegation contains no defamatory statements.
- All attempts have been taken to resolve the issue through all formal means available to the complainant, including the institution's published grievance and due process procedures, before the complaint is submitted to TRACS.
- The complaint is not currently in an institution's formal proceedings or in litigation. (TRACS may, at its discretion, choose to proceed with the review in such cases if there is substantial, credible evidence that indicates systemic problems with the institution against which a complaint has been filed or if a delay would harm the complainant.
- Complaints are submitted in writing on the TRACS Complaint Processing Form and in accordance with the provisions detailed on the TRACS Complaint Information Sheet. (Complaints made verbally, sent electronically, or sent through facsimile transmission will not be accepted.)
- Two hard copies of all materials are sent to: President, Transnational Association of Christian Colleges and Schools, 15935 Forest Rd., Forest VA 24551.
- TRACS will not act on complaints submitted on behalf of another individual, are anonymous, or complaints sent through channels other than those provided.

The TRACS complaint procedures are for the purpose of addressing any significant noncompliance by member institutions with the TRACS Accreditation Standards, policies, or procedures. The TRACS complaint policy is not designed to involve TRACS either as an arbiter in disputes between individuals and member institutions, or as a reviewing authority in individual matters concerning an institution's normal role in the daily functioning of the institution including disciplinary matters or contractual rights. TRACS does not act as a grievance panel for cases where the outcome of a grievance is unsatisfactory to a complainant.

¹ TRACS Accreditation Standard II.17.3

Responsibilities of Institutions

1. The institution has adequate policies and procedures for addressing written student and employee complaints and is responsible for demonstrating that it follows those procedures when resolving complaints. Institutions are expected to be in compliance with the appropriate TRACS Standards regarding processes for handling complaints by students and employees:
2. The record of all complaints is maintained in a designated office, is made available to TRACS upon request and is made available for review by Evaluation Team members as part of the institution's scheduled reviews for Candidate, Accredited and / or Reaffirmation status.

Procedures for Filing a Complaint against an Institution

1. Individuals making an inquiry to TRACS regarding complaint procedures or about issues and concerns that could be considered complaints will be directed to the TRACS website with instructions for downloading the packet containing the Policies and Procedures for Complaints Against Member Institutions, the TRACS Complaint Information Sheet, and the TRACS Complaint Processing Form. TRACS response and its obligations to meet the specific timetables outlined in these procedures will begin only after the complainant has submitted all required documents.
2. A formal complaint is one that is:
 - a. Submitted in writing using the TRACS Complaint Processing Form (including all required supporting documentation).
 - b. Signed; and
 - c. Sent to the attention of the President of TRACS by the complainant(s). Complaints which are not in writing, anonymous, or sent electronically or through facsimile transmission will not be considered.
3. Once the complainant has filed a complaint, the following procedures will be followed for review and consideration of the complaint:
 - a. TRACS will acknowledge receipt of the complaint within 15 working days.
 - b. Within 30 working days of receipt of the complaint, TRACS staff will review the complaint and its documentation and determine:
 - i. Whether the issue(s) raised in the complaint fall within the jurisdiction of TRACS and if the issues(s) are related to one or more of the TRACS Standards.
 - ii. If there is adequate documentation in support of the complaint; and
 - iii. Whether the complaint raises questions regarding the institution's compliance with the TRACS Standards sufficient to require the institution to submit information and documentation regarding the complaint.
4. By the end of the 30 working days review, TRACS will inform the complainant regarding one of the following dispositions of the complaint:
 - a. The complaint will not be processed further because the issues raised in the complaint do not fall within the jurisdiction of TRACS (not related to a TRACS Standard) or because there is inadequate documentation to raise questions concerning the institution's compliance with TRACS Standards.
 - b. Documentation is inadequate and additional documentation may be necessary from the complainant.
 - c. The institution will be required to submit information and documentation regarding the complaint.
5. If the institution is required to submit information and documentation regarding the complaint, TRACS will forward a copy of the complaint to the institution's Chief Executive Officer who

will be required to respond and provide all documentation to TRACS within 30 working days of receipt of the notification from TRACS

6. Within 20 working days of receipt of the institution's response, the President of TRACS will make one of the following determinations regarding the complaint and will notify the institution and complainant accordingly:
 - a. There is insufficient evidence of significant non-compliance on the part of the institution and the complaint will not be processed further. The decision of the President of TRACS is final.
 - b. TRACS is unable to determine compliance at that time and the case will either be included in any already scheduled visits to the institution or a Focus Team will be sent to the institution to examine documents, interview appropriate individuals, make a determination regarding the compliance of the institution, and prepare a report with recommendations for the institution to bring areas of non-compliance into compliance.
 - c. No response was received from the institution or evidence suggests the institution is in significant non-compliance with one or more TRACS Standards and what steps will be taken to correct the non-compliance issues, up to and including possible adverse action.
7. If the President of TRACS determines that either b. or c. above is applicable, by the end of the 20 working days, the President of TRACS will notify the complainant and the institution that a determination regarding the complaint has been made and which of the above options TRACS will pursue.
8. As appropriate, the President of TRACS will present the findings of any Focus Team report to the Commission along with a recommendation for specific action at the next scheduled meeting; at which time the Commission will make a decision regarding the disposition of the complaint and any determinations of noncompliance. The decision of the Commission is final.
9. Following the Commission meeting, the complainant and institution will be notified of the final decision of the Commission.

TRACS BP211. B. stipulates the following:

When the President of TRACS determines from an institution's annual report, the findings of an Evaluation Team, the findings of a staff visit, findings resulting from a complaint against an institution, or any other source available that an institution may not to be in compliance with one or more of the Accreditation Standards, the President of TRACS will initiate a review of that institution.

The findings of non-compliance from that review may lead to an action against the institution