

NWCCU POLICIES | COMPLAINTS AGAINST NWCCU

Persons alleged to have been aggrieved by acts or omissions related to accreditation functions of the Northwest Commission on Colleges and Universities (“NWCCU”) may serve a Complaint upon NWCCU. Complaints must be submitted by complainant or an attorney for complainant. The Complaint must be signed by complainant and served upon NWCCU by mail, common carrier or electronically. The Complaint must provide a statement of facts supported by evidence showing that complainant has been aggrieved by an act or omission related to accreditation functions of NWCCU.

Process for the Review of a Complaint

Upon receipt of a Complaint, NWCCU will initiate the following process of review:

- Within 10 days, NWCCU staff will acknowledge receipt of the Complaint.
- Within 30 days, NWCCU will decide whether the Complaint and supporting evidence demonstrates that complainant may have been aggrieved by an act or omission related to accreditation functions of NWCCU. If it is determined that the complainant has not been so aggrieved, the complainant will be notified and the matter will be closed. If, however, NWCCU determines that the complainant may have been so aggrieved, the complainant will receive notice that the matter has been referred to a Review Committee of three (3) Presidents from NWCCU member institutions. The Review Committee may not include a sitting NWCCU Commissioner or someone who, in the discretion of the NWCCU Chair and President, has a conflict of interest.
- The Review Committee shall review the Complaint and any additional information furnished by the complainant. The Review Committee has discretion to consider information in addition to matters submitted by complainant.
- Absent extraordinary circumstances and for good cause shown, the Review Committee shall complete its review and make a decision within 90 days of selection of the Review Committee members.
- The complainant shall receive written notice of the decision of the Review Committee.

Adopted 2007, Revised 2014, January 2020