

Department of Communication Sciences and Disorders (CSD) Policy on Assessing the Impact of
Complaints on Compliance with Council on Academic Accreditation (CAA) Standards

The following procedures will be used concerning complaints related to Council on Academic Accreditation (CAA) Standards:

The Department Chair will be responsible for conducting all stages of the process. If the Department Chair is named in the complaint, the CSD Director of Graduate Study will take over these responsibilities.

Complaints about the program may be submitted by any student, CSD faculty or staff member, speech-language pathologist, audiologist and/or other members of the public.

Complaints about the program must adhere to the following criteria as mandated by the CAA:

- a. Relate to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech-Language Pathology,
- b. Clearly describe: the specific nature of the conduct being complained about, which must have occurred at least in part within five years of the date the complaint is filed; the relationship of the complaint to the accreditation standards; and provide supporting data for the charge (see [CAA Complaint Procedures](#)).

Complaints should be submitted in writing to the Department Chair.

In filing the formal complaint, the complainant must state: (1) when he/she discovered the issue and the related CAA standard(s) being grieved, (2) what issue is being grieved and provide evidence to support the complaint, and (3) what is the desired resolution.

In seeking to initially resolve the complaint internally, upon receipt of the formal complaint, the Department Chair will inform the person(s) to whom the complaint is directed and provide them with a confidential copy of the formal complaint.

The person(s) to whom the complaint is directed will have 21 days to produce a written response to the complaint.

A complaint panel will be assembled by the Department Chair, who also will assign a panel chairperson.

The complaint panel will consist of three other department faculty members.

The panel will be tasked with reviewing the complaint and the response of the person(s) to whom the complaint is directed.

The panel will examine how the complaint specifically impacts the program's compliance with CAA Standards.

The outcome of the complaint process will be a written report from the panel which articulates, at a minimum, a brief summary of the allegations made and the respondent's rebuttal, the findings of the panel (i.e., the panel's judgment of the facts), and the recommendations of the panel. The report will be completed within one week after the hearing has been conducted. The decision will be sent to the Department Chair, the complainant and the person(s) to whom the complaint is directed.