



INTERNATIONAL ASSEMBLY FOR COLLEGIATE BUSINESS EDUCATION

P.O. Box 3960
Olathe, KS 66063
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Procedure for Third-Party Complaints

The IACBE exists to promote and recognize excellence in business education, and expects its member programs to comply with its accreditation principles. The IACBE will review complaints from third parties, such as students, faculty members, or other interested parties, concerning noncompliance with its accreditation principles. Complaints must be written, and should be sent to the IACBE either through email (iacbe@iacbe.org) or by mail.

Complaints must: (1) identify the specific accreditation principle that is not being complied with, (2) specify the relationship of the complainant to the institution, (3) fully identify the situation, and (4) provide complete and appropriate documentation.

When a third-party complaint concerning a member institution is received, the IACBE's Director of Member Services will investigate the complaint. If the complaint does not meet the four requirements listed above, the complainant will be notified and no further action will be taken until the four requirements have been met. If the four requirements have been met, a copy of the complaint will be sent to the President, Chief Academic Officer, and primary representative of the member institution, and the institution will be asked to respond in writing to the IACBE headquarters within 30 days. The response should focus on the specific accreditation principle mentioned in the complaint and should fully address the allegations contained in the complaint.

The complaint and the institution's response will be reviewed by the Board of Commissioners at its next regularly-scheduled meeting. If the Board of Commissioners determines that a program is not in compliance with the IACBE's accreditation principles, it will specify the actions needed to become compliant and will provide an appropriate timetable. The actions of the Board of Commissioners will be communicated in writing to the complainant and the member institution.