



COMPLAINTS POLICY

The NECPA Commission retains the right to initiate a review of the accreditation of a program at any time on the basis of evidence of noncompliance with the standards. On the basis of information in the Annual Report or as a result of a written complaint, the NECPA commission may require that the program respond in writing and/or submit to an on-site visit, announced or unannounced. In such an event, the program will be offered an opportunity to be reevaluated. During this time, accreditation status is "under review" and the program may not appear on the list of accredited programs. If the program refuses to comply with these procedures by failing to respond or submit to an on-site visit, accreditation will be withdrawn.

The NECPA Commission may deny accreditation to any program if it determines that the program does not comply with the NECPA standards. If accreditation is granted, it may be revoked upon a determination that the program is no longer in compliance with the standards or if the program has failed to comply with NECPA procedures. If accreditation is granted, it is null and void if false information is knowingly submitted to the NECPA Commission at any time.

Individuals who have evidence that an accredited program is not in compliance with the accreditation criteria should contact the NECPA Commission to request a copy of the complaint procedures.