



Grievances Regarding Accredited Schools

In the event that the Association receives contact from a parent or other individual concerning a complaint about a SAES accredited school, the following steps will be taken:

1. The individual making the complaint will be asked to put this concern in writing and forward it to the Executive Director. The concerned individual will also be told that, in order to investigate the complaint, officials at the school will be contacted.
2. Once the written concern has been received, the Executive Director may investigate or appoint a representative to investigate the complaint directly and prepare a written assessment of the situation in a timely manner.
3. The Executive Director will consult with the Director of Accreditation Services and if there is sufficient evidence to validate the complaint, will share the concern with the SAES Standards Committee, in a meeting or conference call. The complaint will be evaluated against SAES Standards for any intentional non-compliance. The results will be recorded in Standards Committee minutes.
4. A recommendation will come from the Standards Committee to the SAES Board of Directors for action to be taken. Possible action includes:
 - a. The school will be asked to submit a written explanation and status report of the area of concern.
 - b. The Standards Committee may issue a letter of caution to the school of its urgent need to correct the situation within a reasonable time period.
 - c. The Standards Committee may recommend:
 - i. A delay in re-accreditation
 - ii. Withdrawal of accreditation if the situation is not corrected in the time required.
 - iii. Non-renewal of accreditation.