

Complaints filed during the COVID-19 pandemic:

Due to COVID-19, many programs and institutions are temporarily closed. If you are considering submitting a complaint about a program, please make sure to review the guidelines below:

1. Have you made reasonable efforts to resolve your complaint directly with the program and institution? Every program should have a student grievance policy that should be followed before any complaints are submitted.
2. CAAHEP cannot intervene in matters of admission or dismissal, or act as a court of appeals. We look at the program to see if it is in compliance with the standards and guidelines, and can investigate only if it is determined set a standard may have been violated.
3. Please realize if you are having issues getting in touch with an institution, CAAHEP will most likely as well, until institutions begin re-opening.
4. Please allow additional time for the processing of complaints. As you are aware, the current situation has led to school closures, so processing and investigating of complaint allegations may take longer.

Please let us know if you have any questions or concerns.

Be well.

Lorna

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