



## ECOO Accreditation: Complaints Process

ECOO, through its Accreditation Agency, aims to deliver a fair and transparent accreditation process. However, we recognise that individuals/organisations may wish to raise any issue in a formal way. The following sets out the nature of ECOO's complaints process.

### ***Who to contact in the first instance***

Potential complainants may contact the ECOO Secretariat on [secretariat@ecoo.info](mailto:secretariat@ecoo.info) to raise the issue and clarify the complaints process. A call may be set-up with the ECOO Secretary General to talk through the process as needed. A complaint only becomes formal once the complainant submits their complaint in a formal letter (see next section).

### ***How to make a complaint***

The complainant should explain the nature and details of the complaint in a formal letter, indicating that they wish to receive a formal response from ECOO. The letter should be sent via e-mail (see above) to the ECOO Secretariat.

The complaint should be submitted as soon possible after the issue/event occurred, and certainly within 6 months of the date of the event/issue (see clause 9.5 of the service agreement).

The formal complaint should contain the following information:

- Detailed explanation of the nature of the complaint and where the ECOO Accreditation Agency has not performed, in the complainant's view, to the expected standard
- Evidence of the issue that arose and its origin. Wherever possible, please include a comparison of the process(es) that was/were followed by the ECOO Accreditation Agency against the stated processes (contained in the flowchart, available [here](#))
- Clear indication of the exact issue and the timeframe in which it occurred
- What should or could have been done to avoid the issue that arose?
- The proposed resolution and desired outcome

### ***What type of complaints fall under this complaints policy***

- Procedure: Any ECOO accreditation process, which has not been followed correctly
- Guidelines: Any deviations from the ECOO accreditation guidelines, as detailed on the website [[ECOO Accreditation Agency | ECOO](#)]
- Administrative: Any administrative mistake(s) made
- Data: Any concern regarding the data used and/or shared during the accreditation process
- Omission of information: for example, the accreditation panel has omitted to take into account information provided for the accreditation



Not covered under this policy is:

- Dissatisfaction about the outcome of the accreditation e.g. resulting in partial accreditation instead of full accreditation. The final accreditation report is shared with the institution for factual accuracy and the institution is given the opportunity to respond to any shortcomings, which the accreditation panel will consider. However, the final discretion of awarding accreditation lies with ECOO (clause 3.4. of Service Agreement).

### ***How will the complaint be handled***

ECOO will acknowledge receipt of the formal complaint in writing and will set-up an investigation team composed of:

- The Co-Chair not involved in the visit/accreditation in question, or if that is not the case another experienced member of the ECOO Accreditation Agency visitors team.
- The ECOO President
- The ECOO Accreditation Officer and/or ECOO Secretary General

The team will investigate the complaint raised and will communicate with the panel team involved in the accreditation in question and the institution of the complainant in an attempt to resolve the issue in a timely and constructive manner.

The team will endeavour to investigate the complaint as quickly as possible and to produce a written response to the complainant. The timing will depend on the complexity of the issue, the number of people involved and the time of the year but as an indication, the aim would be to resolve the issue within three months.

The written response will include the conclusions of the investigation and make a suggestion for a resolution of the issue, taking into account the proposal made in the formal complaints letter. If the proposed solution is accepted by the complainant, it will be implemented and the complaints process is terminated. If the complainant does not agree with the proposed resolution, a final attempt will be made to remedy the situation and if this proves impossible, the parties may agree to terminate the accreditation that is in place or the accreditation work that is in progress.

As a final recourse, the complainant is free to follow the mediation or legal course of action, as stipulated in the Service Agreement.

### ***Is an informal complaint possible?***

Where issues are raised with the Secretariat but no formal complaint is made, a log of such events will be kept and the Secretariat will periodically bring these matters to the attention of the Co-Chairs and the EQB.

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