

COMPLAINTS REGARDING ACCREDITED ORGANIZATIONS

Guidelines

Submission

A written complaint form must be submitted to ANCC staff. A form can be found on the Accreditation website www.nursecredentialing.org/accred or by calling staff at 800-284-2378, ext 5263. Staff will initially review all complaints.

- Complaints regarding approved providers or approved activities will not be reviewed by the ANCC Commission on Accreditation. These complaints will be returned to the complainant for submission to the accredited approver or will be forwarded to the accredited approver by the ANCC staff.
- All other complaints will be processed in accordance with ANCC Commission on Accreditation policies and procedures.

The accreditation program staff will review the accredited organization's response, determine any additional documentation that may be needed, and prepare the complaint documentation for review by the Executive Committee of the Commission on Accreditation.

Review

The complaint documentation will be reviewed by the Executive Committee at its next meeting or conference call to determine what action, if any, is needed.

Notification

Complainant will be notified if no criteria violation or other basis for the complaint is found. If corrective action is necessary, a letter will be sent thanking the complainant for bringing this to the commission's attention and advising that the commission will follow up. The accredited organization will also be notified as to the outcome of the review and advised if no basis for the complaint was found or if corrective action is necessary.

American Nurses Credentialing Center
Commission on Accreditation
Complaint Form

DATE: _____

NAME: _____

ADDRESS: _____

PHONE: _____

E-MAIL: _____

1. Name of Accredited Organization: _____

2. Nature of Problem/Inquiry: Administrative Educational Design

3. Description of Problem/Inquiry:

4. If specific educational activity:

TITLE: _____

DATE: _____

LOCATION: _____

5. Have you contacted agency directly: Yes No

Date: _____

Name of person contacted: _____

If yes, what was the outcome?