

SECTION IX. COMPLAINTS AND GRIEVANCES

Complaint procedures ensure that standards established by the ABAP, Inc. are maintained at all accredited psychoanalytic institutes. The ABAP, Inc. emphasizes that efforts should be made to resolve differences first by utilizing the grievances procedure mechanism which exists at each institute. When the grievance is not resolved to the satisfaction of the aggrieved person, a complaint may be filed with the Complaint and Grievance Subcommittee of the ABAP, Inc.

ABAP, Inc. does (1) Review in a timely, fair, and equitable manner any complaint it receives against an accredited institute or program that is related to the agency's standards or procedures; (2) Take follow-up action, as necessary, including enforcement action, if necessary, based on the results of its review; and (3) Review in a timely, fair, and equitable manner, and apply unbiased judgment to, any complaints against itself and take follow-up action, as appropriate, based on the results of its review. Complaints indicating a possible violation of the standards are brought promptly to the attention of the Office of Accreditation, the Board, and the COA."

A. The Complaint and Grievance Subcommittee

The Complaint and Grievance Subcommittee is a standing committee of the ABAP, Inc. charged with the responsibility of establishing fair and equitable procedures for the disposition of complaints against accredited programs and of hearing those complaints as defined below. The Subcommittee consists of no less than three members to be elected by the ABAP, Inc. Board from its membership or representatives to its Assembly of Psychoanalytic Institutes.

Should a Subcommittee member have any prior or current affiliation with the institute against which a complaint is made, that person must disqualify himself or herself from all matters in regard to the complaint, including but not limited to, the hearing, deliberation and vote. An adhoc appointment to fill the vacancy shall be made by the Chairperson of the ABAP, Inc.

B. Considerations Preliminary to Filing a Complaint

1. The complainant must have sought review via the complaint and grievance mechanism of the institute.
2. If following formal consideration by the institute, the complaint is not resolved to the complainant's satisfaction, the complainant may seek formal consultation from the Complaint and Grievance Subcommittee of the ABAP, Inc. to discuss a potential complaint and possible means of resolving the problem without recourse to official complaint. Responsibility for formal complaint to the ABAP, Inc. rests with the complainant.

3. The complaint must relate to an alleged violation by the accredited institute of the accreditation standards of the ABAP, Inc. The complaint must be reasonably well documented and based on direct and responsible information.
4. A complaint may be brought by any responsible person or group with a knowledge of alleged violations of the standards of the ABAP, Inc. including the program's faculty, administration, student organization, or other responsible person or group.

C. Procedure for Hearing Complaints

This procedure is followed, when, after a preliminary review by the Subcommittee, the criteria noted above are met.

1. The complaint is filed in writing with the Subcommittee.
2. The Subcommittee notifies the institute of the nature of the complaint and requests a response in writing within thirty (30) days. The institute is advised that a hearing will be scheduled by the Subcommittee following receipt of the institute's response.
3. The complainant and a representative of the institute are given the opportunity to testify at a hearing, and either may request an opportunity to testify without the other present.
4. The Subcommittee deliberates in private. A majority vote obtains.
5. The Subcommittee may take the following action:
 - a. Postpone final action, if the institute has made reasonable progress in rectifying the situation that led to the complaint. If this occurs, the question is reconsidered by the Subcommittee within one year from the date of postponement.
 - b. Notify the COA, that, on the basis of its investigation, the institute is failing to meet accreditation standards. The COA notifies the institute by certified mail and upon conducting its own review of the case may take steps to withdraw accreditation through a recommendation to the Board.
 - c. Clear the institute and notify the complainant of the reasons for the decision.