



American Culinary Federation
Education Foundation
Accrediting Commission



GRIEVANCE SUBMISSION FORM

POSTSECONDARY AND SECONDARY PROGRAMMATIC ACCREDITATION

AMERICAN CULINARY FEDERATION EDUCATION FOUNDATION INC., ACCREDITING COMMISSION
180 CENTER PLACE WAY ST. AUGUSTINE, FL 32095
www.acfchefs.org 800-624-9458



American Culinary Federation Education Foundation Inc., Accrediting Commission Postsecondary and Secondary Programmatic Accreditation Grievance Submission Form

INSTRUCTIONS

The ACFEF Accreditation Commission will only consider and act upon a written grievance against an accredited program that demonstrates:

- Accredited program's non-compliance with the ACFEF AC standards
- Accredited program's non-compliance with ACFEF AC policy
- Accredited program's non-compliance with its own published policy as said policy relates to the ACFEF AC standards.

The ACFEF Accreditation Commission will only consider and act upon written grievance against the ACFEF Accreditation Commission or site visit team that demonstrates:

- Incorrect evaluation against an ACFEF AC accreditation standard
- Abuse of position during a site visit by a team or team member
- Actions or behavior that violate ACF's ethics, sexual or personal harassment policy towards students, administration or staff
- Acts of violence or intimidation against a program's staff or students from a site visit team or team member

The ACFEF AC will not consider a grievance, respond to, or take action on any of the following:

- Personal issues such as, but not limited to, admission; grades; granting or transferability of credits; or application of academic policies
- Anonymous grievances or those filed by friends or family on behalf of a student
- Fees or other financial matters
- Disciplinary matters, contractual rights, obligations or collective bargaining disputes
- Hiring or dismissing personnel decisions, or similar matters
- Compensation, damages, readmission, or other redress on a given individual's behalf
- Any complaint that is defamatory, hostile, or profane, nor will it accept complaints about individuals

Before filing a complaint:

- It is strongly recommended that the complainant read the ACFEF AC Grievance Policy
- Ensure that all reasonable effort has been made to resolve the issue within the program's grievance policy
- Have all required documentation ready to accompany the Grievance Form

The completed Grievance Form and the required supporting documentation may be submitted to the ACFEF AC by mail (USPS, UPS, FedEx, DHL, etc.), or by email to accreditation@acfcchefs.net.

Complete all pages of this form.

Complaints received without this form completed in its entirety will not be processed.



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COMPLAINANT INFORMATION <i>(print or type)</i>		
Name (First, MI, Last):		
Street Address:		
City/Town, State, Zip:		
Country (if outside U.S.):		
E-mail Address:		
Telephone Number:		
Status within program:	<input type="checkbox"/> Current Student	<input type="checkbox"/> Faculty
	<input type="checkbox"/> Former Student, Graduate	<input type="checkbox"/> Staff
	<input type="checkbox"/> Former Student, Non-Graduate	<input type="checkbox"/> Former Employee: <i>(Check one)</i>
	Retired ___ Resigned ___ Terminated ___	
ACCREDITED PROGRAM INFORMATION <i>(print or type)</i>		
Program Name/School		
Program Street Address		
Program's City, State, Zip Code:		
GRIEVANCE INFORMATION <i>(print or type)</i>		
Is this grievance being filed against the ACFEF AC?	<input type="checkbox"/> Yes	<input type="checkbox"/> Grievance against a member of or against the site visit team
	<input type="checkbox"/> No <i>(continue to the next section)</i>	<input type="checkbox"/> Grievance against the ACFEF AC
Has a grievance been filed with another organization or agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<i>If Yes, provide the name, address and contact information of organization/agency:</i>	
	<i>Please advise decision or if still pending:</i>	
	<i>Date Filed/Decision rendered:</i>	
Have legal proceedings regarding this concern been started?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	<i>If Yes, provide the name, address and contact information of organization/agency:</i>	
	<i>Please advise decision or if still pending:</i>	
	<i>Date Filed/Decision rendered:</i>	



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GRIEVANCE SUMMARY and DETAILS (*print or type*)

1.	Describe the nature of the grievance against the accredited program or commission:
2.	Cite the ACFEF AC Standard or Policy against which this grievance is being filed:
3.	Specifically describe how the accredited program is non-compliant with ACFEF AC program standards or policy, or the program's own published policy or ACFEF commission policy. Please be specific citing dates of infraction or non-compliance:



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4.	<p>Describe any steps taken to resolve this grievance within the program's own grievance policy, including processes followed with the program's Directors, Administration or governing board. If a written response was provided, please include it with this submission (if grievance is against ACFEF AC, skip to complaint verification)</p>
5.	<p>Provide evidence of the program's actions to date within its grievance policies and processes. Include copies of all correspondence between the complainant and the program as related to this grievance. Do not send original documents:</p>
6.	<p>Provide copies of relevant program's grievance policies and processes. Do not send original documents; list documents below:</p>



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COMPLAINANT VERIFICATION

This grievance will not be processed unless all the items below are checked and the document has been signed and dated.

- I have read the ACFEF AC Grievance Policy and agree that this completed form clearly articulates a grievance against the program according to the ACFEF AC Grievance Policy.
- I understand that the ACFEF AC Grievance Policy addresses a program's non-compliance with (1) the ACFEF AC Standards; (2) an ACFEF AC policy; and/or (3) the program's own published policy as said policy relates to ACFEF AC Standards; (4) ACFEF AC commission policy. If the ACFEF AC finds a program to be non-compliant, any action the ACFEF AC may take will be directed toward bringing the program into compliance, not toward settling a dispute between an individual and the program, its school or administration, or taking punitive action against the program.
- I understand that the ACFEF AC does not/will not interject itself as a reviewing authority in individual matters of admission; grades; granting or transferability of credits; application of academic policies, fees, or other financial matters; disciplinary matters; contractual rights and obligations; personnel decisions; or similar matters, nor will ACFEF AC seek any type of compensation, damages, readmission, or any other redress on an individual's behalf. The ACFEF AC will not respond to or take action on any complaint that is defamatory, hostile, or contains profanity. Finally, the ACFEF AC will not involve itself in collective bargaining disputes.
- I understand that the ACFEF AC will only act on complaints that, if substantiated, indicate a program's non-compliance with (1) ACFEF AC Standards; (2) an ACFEF AC policy; and/or (3) the program's own published policy as said policy relates to ACFEF AC Standards. ACFEF AC will follow its policies and procedures to address any matter the ACFEF AC determines is non-compliant or against the ACFEF Accreditation Commission.
- I understand that the ACFEF AC is not an investigative body.
- I understand that the ACFEF AC cannot act as a court of appeal to adjudicate grievances between parties.
- In the event that ACFEF AC staff determines that this grievance requires further review, I authorize the ACFEF AC to submit my completed complaint form and supporting documentation to the program administrator/coordinator of the accredited program. I understand that my identity will be shared with the program administrator/coordinator of the accredited program.
- I understand that the ACFEF AC considers the program's administrator/coordinator response to be confidential, and the ACFEF AC will not share that response with the complainant.
- I hereby certify that all of the information I have provided to ACFEF AC is true and complete to the best of my knowledge.
- I certify that I am the individual named as the complainant.



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Once the ACFEF AC Grievance Committee reviews the grievance, you will receive notification in writing in accordance with ACFEF AC policy.

Printed Name _____

Date: _____

Signature: _____