**COMPLAINT POLICY OVERVIEW**

The National Accreditation & Equivalency Council of The Bahamas (NAECOB) is committed to upholding quality assurance measures to ensure that all registered, accredited and recognized institutions/providers of education in The Bahamas adhere to NAECOB’s outlined criteria, standards, policies and procedures.

Complaints made against an institution/provider of education in The Bahamas may be in possible violation or noncompliance of NAECOB’s criteria, standards, policies and procedures.

The complaint process is **not** to be used to involve NAECOB in grievances outside of **specific and evidence-based** violations or noncompliance of NAECOB’s criteria, standards, policies and procedures by an institution/provider of education in The Bahamas. NAECOB **does not** seek redress or adjudicate on the individual’s behalf who submits the complaint form.

NAECOB reserves the right to not respond or not take action on any complaint that characterizes a personal dispute between individuals and member institutions. This is inclusive of, but not limited to, disputes involving criminal matters, financial matters or disciplinary matters…etc..

**Before** submitting this complaint form, it is the responsibility of the individual to first attempt to resolve their dispute/matter with the institution internally. Evidence of this attempt must accompany the submission of this complaint form.

NAECOB will not review complaint forms if they are: (i) not fully completed, (ii) not signed by the individual, (iii) submitted anonymously, (iv) submitted on behalf of another person, and/or (v) does not have accompany documents to support the claim of **specific and evidence-based** violations or noncompliance of an institution.

**PLEASE RETURN COMPLETED COMPLAINT FORM TO:**

***The National Accreditation and Equivalency***

***Council of the Bahamas (NAECOB)***

**Tonique Williams Darling Highway & Knowles Drive**

**P.O. Box N-3913**

**Nassau, The Bahamas**

Telephone: 328-8872/3

Fax: 242-328-8995

Email: [naecob@moe.edu.bs](mailto:naecob@moe.edu.bs)

1. **COMPLAINANT Information**

|  |
| --- |
|  |
| First Name Middle Name Last Name |
|  |
| Street Address Postal Address |
|  |
| Home Number Work Number Cell Number |
|  |
| Email |

1. **I am a:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Student |  | Instructor/Faculty/Teacher |  | Administrative Staff |
|  |  |  |  |  |  |
|  | Support Staff |  | Parent |  | Other |

|  |
| --- |
| If you selected ‘OTHER’, please explain: |
|  | |

1. **INSTITUTION’S Information**

|  |
| --- |
|  |
| Name of Institution |
|  |
| Street Address Postal Address |
|  |
| Phone Number Fax Number |
|  |
| Website Email |

1. **Briefly state the general nature of the complaint.**

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|  |

1. **Briefly describe related timeline of events related to the complaint. Denote the timeline by ‘date –event’.** (E.g. March 1, 2015 – An email was sent to the admissions officer concerning…etc.)

1. **Which of NAECOB’s quality and assurance standards is underpinned within the complaint?** (Details about each of NAECOB’s quality and assurance standards are available on our website: [www.naecob.org](http://www.naecob.org).)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Mission and Goals |  | Human Resources |  | Student Services & Co-Curricular Activities |
|  |  |  |  |  |  |
|  | Educational Programmes |  | Financial Resources |  | Learning Resources |
|  |  |  |  |  |  |
|  | Governance & Administration |  | Strategic Planning & Institutional Effectiveness | | |
|  |  |  |  |  |  |
|  | Physical Resources & Infrastructure |  | Programme & Institutional Outcomes Report | | |

|  |
| --- |
| **Clearly identify the specific sentence or paragraph under one of the NAECOB’s quality and assurance standard(s) that may suggest a violation or may indicate noncompliance by the institution. Details about each of NAECOB’s quality and assurance standards are available on our website:** [**www.naecob.org**](http://www.naecob.org)**.** |
|  | |

1. **List the steps that you, the individual, have taken to resolve the matter to date. Ensure to attach corresponding evidence based documents in support of these steps. Documents must be relevant to complaint and a provable fact(s).**
2. **Briefly explain the resolution that is being sought:**

|  |
| --- |
|  |

**DECLARATION STATEMENT**

* I have read NAECOB’s ‘*Complaint Policy Overview’* and fully understand the formal complaint process, protocols and boundaries.
* I authorize NAECOB to share my complaint and supporting documents with the institution involved.
* I hereby declare that all information contained in this *Complaint Form* is, to my knowledge, true and correct.

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Signature (*Complainant)*  Date