



Policy Statement on Complaints and Assessment Visits

The Commission reviews Christian Science nursing organizations to determine compliance with approved standards. Generally, an accreditation visit provides a snapshot of the accredited organization at the time of the review. Accreditation is granted based upon this review. Each accredited organization assumes responsibility for continuous compliance with Commission standards between accreditation visits.

The Commission does not have a role in looking into a complaint if that complaint does not relate to Commission standards.

Should The Commission receive a complaint relating to its accreditation standards, the complainant will be asked to address the issue first with the management and board of the accredited organization. If this has been done and the complainant has not received a satisfactory response, The Commission will determine whether action on its part is warranted. As a general rule, complaints should be received in writing before The Commission proceeds with an inquiry.

When The Commission determines it should take action on a complaint it will inform the accredited organization of the details of the complaint. The Commission will not share the identity of the complainant with the accredited organization without first obtaining permission to do so from the complainant. If this consent is not granted, this denial will likely impede The Commission's assessment of the complaint and may result in the closure of the complaint assessment.

Some complaints will be handled by The Commission Board or its designated representative(s) through phone and email communications. Whenever possible, at least two Commission Board members should be on a phone call where substantive issues will be discussed.

Other complaints may also require a visit. When an assessment visit is necessary, The Commission Board will assign one or more individuals to assess whether the accredited organization is in compliance with the relevant Commission standards.

The results of an inquiry and any action with respect to the organization's accreditation status will be communicated to that organization. At the conclusion of the inquiry, The Commission Board will also inform the complainant of its findings related to the complaint.

It should be noted that The Commission is an accreditation organization and does not have the resources or authority to serve as a mediator between a complainant and an accredited organization.