

# **The Association of College and University Auditors (ACUA)**

## Complaint Resolution

### **Original Issuance Date**

May 20, 2025

### **Effective Date**

May 20, 2025

### **Last Revision/Reviewed Date**

May 20, 2025

### **Purpose**

A complaint resolution policy is established to a fair and equitable method for responding to issues.

### **Policy Owner**

Professional Education Committee Chair

### **Scope**

The policy applies to all participants of CPE eligible ACUA education program offerings.

### **Policy Statement**

All Continuing Professional Education (CPE) and education-related complaints raised by members of ACUA are handled by ACUA staff in collaboration with the Professional Education Committee Chair. This collaborative approach ensures concerns are reviewed and addressed promptly. In cases where escalation is deemed necessary, complaints are directed to the Executive Committee for further evaluation and resolution.

To submit a complaint, contact [info@acua.org](mailto:info@acua.org). Please provide a description of the situation with as much detail as possible.

### **Compliance**

The Management Company will retain documentation of the issues, timing, and resolution of all complaints.

## **Exceptions**

The President is authorized to approve exceptions to the policy. Requests and their outcomes will be consistently documented with the outcome, rationale, factors considered, and President's name and date. The Executive Committee will be informed of exceptions authorized by the President.

## **Definitions**

1. CPE: Continuing Professional Education.
2. NASBA: National Association of State Boards of Accountancy. ACUA undergoes a rigorous application and maintenance process for each of ACUA's educational activities to ensure they are eligible for members to earn CPE.
3. PEC: ACUA's Professional Education Committee, which oversees all of ACUA's educational offerings.
4. 406 – ACUA Record Retention Policy.

## **Contacts**

1. **Primary Contact:** Professional Education Committee Chair.
2. **Secondary Contact:** Executive Director.

## **Approval and Revision History**

1. **Approved By:** Board of Directors, May 20, 2025.