Commission on English Language Program Accreditation
Filing a Complaint Against a CEA Accredited Site

A program or language institution that is accredited by the Commission on English Language Program Accreditation must maintain compliance with the *CEA Standards for English Language Programs and Institutions* throughout the term of accreditation. CEA provides the public the opportunity to report any evidence that the *CEA Standards* are not being met. Detailed procedures are published in the *CEA Policies and Procedures*, Section 15 Complaints, available on the CEA website at www.cea-accredit.org.

Why to file

- An accredited program or language institution must continue to meet the *CEA Standards*. Complaints may be filed for noncompliance with one or more standards.
- An accredited program or language institution must report any substantive change that affects its eligibility for accreditation. Complaints may be filed for failure to report substantive change.

Who may file

Students, faculty members, staff members, and others who may have knowledge of an alleged failure by an accredited program or language institution to maintain the *CEA Standards*, may file.

How to file

Complaints must contain contact information of the complainant and should be submitted following the procedures in the *CEA Policies and Procedures*. Complaints can be submitted electronically to info@cea-accredit.org or by mail to the address below.

- Complaints for non-compliance with the *CEA Standards* must be written, must reference a specific standard, and must document the nature of the non-compliance.
- Complaints for failure to report a substantive change must be written and signed and should explain how, in process or content, the program or language institution has substantively changed from when it was last reviewed.

Note that each accredited site must publicly post a copy of the *CEA Standards*. The *CEA Standards* are also available on the CEA website at www.cea-accredit.org.

Adjudication of complaints

Complaints are adjudicated following the procedures specified in *the CEA Policies and Procedures*. In reviewing a complaint, CEA's policies intend to provide judicious review of the complainant's concern regarding compliance with the *CEA Standards* while ensuring due process for the accredited program or language institution.

If you have questions, or you would like to discuss your concerns, please contact CEA staff at info@cea-accredit.org or (703) 665-3400.