

The Department of Communication Disorders and Sciences takes seriously any concerns students and/or the public may have regarding the Master of Science in Speech-Language Pathology program.

#### **CONVEYING GENERAL CONCERNS TO THE DEPARTMENT**

General concerns regarding the Department, undergraduate programs, Master of Science in Speech-Language Pathology program, or Doctor of Audiology program may direct their concerns to:

1. the Department Chair, Dr. Patricia J. Seymour, Department of Communication Disorders and Sciences, California State University Northridge, Northridge, CA 91330 (Tel: 818-677-2852), or
2. Dr. Farrell J. Webb, Dean, College of Health and Human Development, California State University Northridge, Northridge, CA 91330 (Tel: 818-677-3001).

#### **COMPLAINTS TO THE COUNCIL ON ACADEMIC ACCREDITATION (CAA)**

The Council on Academic Accreditation (CAA) may be contacted by any individual who has concern against CSUN's Master of Science in Speech-Language Pathology program regarding compliance with accreditation standards or if the program may have exhibited a violation of Code of Ethics established by the American Speech-Language Hearing Association (ASHA). Complaints against the program must meet specific criteria, and must also follow specific procedural requirements during the process of submission. The complainant's burden of proof is a preponderance, or greater weight, of the evidence. These procedures do not prevent the CAA from considering a complaint against an accredited or candidate program if the program is involved in litigation or other actions by a third party.

- A. **Criteria for Complaints:** Complaints about programs must meet all of the following criteria:
  - a. be against an accredited graduate education program or program in candidacy status in audiology or speech-language pathology;
  - b. relate to the Standards for Accreditation of Entry-Level Graduate Education Programs in Audiology and Speech-Language Pathology, including the relationship of the complaint to the accreditation standards;
  - c. be clearly described, including the specific nature of the charge and the data to support the charge;
  - d. be within the timelines specified below:
    - i. if the complaint is being filed by a graduate or former student, or a former faculty or staff member, the complaint must be filed within one year of separation\* from the program, even if the conduct occurred more than 4 years prior to the date of filing the complaint;
    - ii. if the complaint is being filed by a current student or faculty member, the complaint must be filed as soon as possible, but no longer than 4 years after the date the conduct occurred;
    - iii. if the complaint is being filed by other complainants, the conduct must have occurred at least in part within 4 years prior to the date the complaint is filed.

\*Note: For graduates, former students, or former faculty or staff filing a complaint, the date of separation should be the date on which the individual was no longer considered a student in or employee of the graduate program (i.e., graduation, resignation, official notice of withdrawal or termination), and after any institutional grievance or other review processes have been concluded.

**B. *Complaints also must meet the following submission requirements:***

- a. include verification, if the complaint is from a student or faculty/instructional staff member, that the complainant exhausted all pertinent institutional grievance and review mechanisms before submitting a complaint to the CAA;
- b. include the complainant's name, address, and telephone contact information and the complainant's relationship to the program in order for the Accreditation Office staff to verify the source of the information;
- c. be signed and submitted in writing via U.S. mail, overnight courier, or hand delivery—not via e-mail or as a facsimile—to:

Chair, Council on Academic Accreditation in Audiology and Speech-  
Language Pathology  
American Speech-Language-Hearing Association  
2200 Research Boulevard, #310  
Rockville, MD 20850