

COUNCIL FOR HIGHER EDUCATION ACCREDITATION

CHEA Mediation Policy *September 1998*

Article II, Mission and Function, of the *Bylaws* of the Council for Higher Education Accreditation (CHEA) states that CHEA will “Mediate disputes and foster communication between and among accrediting bodies and the higher education community.” Consistent with the spirit and intent of its establishment in 1996, CHEA will serve its constituents by contributing to a climate of trust and mutual respect in higher education through assisting colleges and universities and accrediting organizations to resolve differences in a timely and collegial manner.

In carrying out this responsibility, CHEA, where it deems indicated, will:

- receive, but not solicit, complaints from institutions and organizations that are members or participants in CHEA;
- explore facts and issues related to complaints to determine if CHEA can be of assistance;
- refer complaints to other sources if CHEA, in its determination, is unable to provide assistance.

If the complaint is deemed by CHEA to be one in which it can assist, CHEA will:

- convene the principals (via e-mail, telephone or in person) upon request and
- work with the principals to identify potential means to resolve the dispute.

CHEA’s mediation will be limited to efforts that can be accommodated with its current resources and capacity. Service will be limited to organizations and institutions that participate in CHEA.

CHEA will not agree to review any institutional complaint that is still under review by an accrediting organization nor can CHEA accept any complaint in which legal action is being taken. CHEA’s efforts will not include rendering and enforcing any decision in the course of mediation.