

Policy on Complaints Against Accredited Schools

Waldorf Schools accredited by the Association of Waldorf Schools of North America (AWSNA) are expected to operate in accordance with AWSNA Principles and Policies for Accredited Waldorf Schools.

AWSNA occasionally receives requests to investigate alleged violations of AWSNA Principles and Policies for Accredited Waldorf Schools at member schools. The response to such requests depends on the nature of the charges and the evidence offered. AWSNA will only inquire about complaints that are substantially supported allegations of pervasive practices that could seriously impair the quality and effectiveness of a school's program and operations and are in conflict with the AWSNA Principles and Policies for Accredited Waldorf Schools. AWSNA will not intervene on behalf of individuals concerned about specific incidents.

If the alleged circumstances do appear to be of the nature above described, AWSNA may conduct a confidential inquiry with the knowledge of and in consultation with those concerned. Findings will be reported to the AWSNA Executive Team. Should AWSNA deliberations lead to a recommendation for a change of the school's accreditation status, the school has available the appeals procedure established and published by the association.

Reviewing Complaints

- 1) A complaint describing the allegations against an AWSNA accredited school must be written, signed, dated, and received at the AWSNA office address or be submitted electronically to accreditation@awsna.org with a copy being sent to the lead administrator of the school the complaint is against.
- 2) If the lead administrator of the school is the subject of the complaint, the complaint should be sent to the school's board chair or another board officer.
- 3) Included in the written complaint must be an accurate reconstruction of the events leading to the complaint including information about the various levels of review (e.g. division chair, lead administrator of school, board of trustees, etc.) at the school that were undertaken by the complainant.
- 4) A complaint received by AWSNA will be acknowledged in writing and initially reviewed by the Director of Accreditation.
- 5) If the Director of Accreditation finds the complaint to be outside of the scope of the policies of the association, the complainant will be so informed in writing. This decision may be appealed, in writing, directly to the Executive Team of AWSNA.
- 6) If the complaint appears to be within the scope of the Principles and Policies of AWSNA, the lead administrator of the school will be asked to respond to the complaint to the Director of Accreditation.
- 7) The Director of Accreditation will review the response from the school with the AWSNA Executive Director of Membership, and they will decide that either
 - a) the matter be closed, or
 - b) the complaint should be referred to the AWSNA Accreditation and Review Committee for consideration.
- 8) After appropriate steps are taken, a report will be submitted to the AWSNA Executive Team at a regular meeting.
- 9) At any step in the process, the complaint may be referred to the AWSNA legal counsel and/or to police authorities, depending on the nature of the complaint and/or evidence provided.

Approved by the Executive Team, April 2019