



Association for Challenge Course Technology CONFLICT RESOLUTION FORM

Compliance Resolution Procedure

This process applies directly to members of ACCT and those parties affected by them.

1. Communicate your concerns to the other person(s) or organization(s) involved in the dispute, and attempt to resolve the conflict informally. If unsuccessful, continue with the following steps.
2. Any active ACCT member who wishes to lodge a complaint can submit it in writing to the Executive Director and other parties involved via this form. Complaints involving the Executive Director should be submitted directly to the Chair of the Board of Directors at compliance@acctinfo.org.
 - a. The complaint shall include detailed information regarding specific policies in question, the nature of the grievance, relevant dates, parties involved, and any supporting documentation.
 - b. The complainant must have taken action to resolve the matter prior to submitting the grievance form to the Executive Director and involved parties.
 - c. ACCT shall maintain the confidentiality of all parties involved throughout the complaint resolution process in accordance with ACCT policies and to the extent allowed by law.
3. Review by the Executive Director and/or Board Chair:
 - a. The Executive Director is responsible for receiving and acknowledging the complaint. Allow for up to 30 days for a response.
 - b. The Executive Director and/or Board Chair will conduct an initial review to determine the validity and seriousness of the complaint.
 - c. When necessary, the Executive Director and/or Board Chair will consult with the Compliance Committee, the Board of Directors, the Board Emeritus, or ACCT Staff before creating a review panel to address the complaint.
 - d. The Executive Director and/or Board Chair, depending on who is fielding the complaint, reserves the right not to review it. Complaints must directly relate to ACCT programs policies, volunteer policies, or the Code of Ethics. They may be made against ACCT members, program participants, volunteers, or staff. Complaints relating to the ANSI process or Consensus Group should follow what is outlined in the ANSI | ACCT accredited procedures.

How to submit this form

Before an investigation can be established or a response can be given to your complaint inquiry, this form must be completed and submitted by email or mail to the Executive Director and other parties involved. Complaints involving the Executive Director should be emailed directly to the Chair of the Board of Directors and Board Liaison to the Compliance Committee.

To submit the form by email:

SAVE the document using the file naming protocol
ACCT Conflict Resolution (*Party Name YYYY-MM-DD*).docx

Executive Director:

ed@acctinfo.org

Board Chair and Board Liaison to the Compliance Committee:

compliance@acctinfo.org

To submit the form by mail:

Association for Challenge Course Technology
Attn: ACCT Executive Director, Confidential
P.O. Box 19797
Boulder, CO 80308



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NOTE: This form will serve to report a conflict or grievance with another individual/organization that the parties involved were not able to resolve without assistance.

Party filing the complaint:		Party the complaint is with:	
Name:	Click or tap here to enter text.	Name:	Click or tap here to enter text.
ACCT Member #:	Click or tap here to enter text.		
Organization:	Click or tap here to enter text.	Organization:	Click or tap here to enter text.
Email Address:	Click or tap here to enter text.	Email Address:	Click or tap here to enter text.
Phone:	Click or tap here to enter text.	Phone:	Click or tap here to enter text.
Date:	Click or tap to enter a date.		

Have you communicated your concerns to the other person(s) or organization(s) involved in the dispute and attempted to resolve the conflict informally? This is a required step in the resolution process, and it must be completed before submitting this form to ACCT.

Choose an item.

What steps have been taken to date to try to resolve the conflict? Include any pertinent information, such as timelines. Examples include phoning the other party, sending an email, written correspondence, etc.

Click or tap here to enter text.

Nature of the Conflict or Complaint. Include detailed information regarding specific policies breached, the nature of the complaint, relevant dates, parties involved, and any supporting documentation.

Click or tap here to enter text.

What outcome is desired for resolution of this complaint?

Click or tap here to enter text.

Is there a specific timeframe desired for this outcome? ACCT reserves 30 days to respond to a complaint.

Click or tap here to enter text.



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For Office Use Only

The ACCT Compliance Committee has reviewed your request and issue the following response:

Click or tap here to enter text.

Date Received: Click or tap to enter a date.	Date Reviewed: Click or tap to enter a date.	Date Response Sent: Click or tap to enter a date.	Name of Respondent: Click or tap here to enter text.
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