



## MINUTES for Regular Board Meeting July 16, 2025

Meeting: 07/16/2025 7:30 – 9:30 am Mountain Time

Location: Zoom Meeting  
<https://zoom.us/j/8256677745>  
Meeting ID: 825 667 7745

### ATTENDEES

#### Presiding Officer:

☒ Korey Hampton – **Chair**

#### Board Member Attendees:

☒ Alicia Bourke – **Vice Chair**

☒ Michael Smith – **Secretary**

☒ Erik Marter – **Treasurer**

☐ Leslie Sohl – **Member**

*Joined at 8:50a*

☒ JJ Stapleton - **Member**

☒ Jason Ong – **Member**

☒ Lauren Stover – **Member**

☒ Kennerly de Forest – **Member**

☒ Melissa Webb – **Executive Director**

#### Quorum?

☒ Yes

☐ No

#### Guests:

Heather Brooks

John Voegtlin

Brittany Humphrey

Meeting called to order at 7:32 am Mountain Time by Korey Hampton.

#### **Welcome Guests & Housekeeping | 7:30a (Korey)**

#### **Reminder of 2025 Strategic Goals**

1. Standards Development
2. Program Execution
3. Future of ACCT Events

#### **Approve the Agenda | 7:30—7:33a (Korey)**

**Motion:** To review and approve the agenda  
**Made by:** Kennerly  
**Seconded by:** Lori  
**Discussion:**  
**Vote:** In Favor – All  
Opposed – None  
Abstaining – None  
**Motion Carries:** ☒ Yes ☐ No



**Approval of Meeting Minutes from Previous Board Meetings | 7:33–7:50a (Korey)**

- Approval of April 16, 2025 Regular Meeting of the Board

<b>Motion:</b>	To approve the minutes from the April 16, 2025 Regular Meeting of the Board.
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- Approval of May 21, 2025 Regular Meeting of the Board

<b>Motion:</b>	To approve the minutes from the May 21, 2025 Regular Meeting of the Board
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- Approval of June 18, 2025 Regular Meeting of the Board

<b>Motion:</b>	To approve the minutes from the June 18, 2025 Regular Meeting of the Board
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- Approval of June 24, 2025 Special Meeting of the Board

<b>Motion:</b>	To approve the minutes from the June 24, 2025 Special Meeting of the Board
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



- Approval of July 03, 2025 Special Meeting of the Board

<b>Motion:</b>	To approve the minutes from the July 03, 2025 Special Meeting of the Board
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**ACTION ITEM.** Michael will update the header and finalize all of the Minutes for posting.

#### **Executive Director Report | 7:50 – 8:08a (Korey)**

Update of Projects in Progress – There is a lot happening, and we will address a number later in this meeting.

- Events.
  - Conference Sponsor Registration. Brittany is close to ready to open sponsorship registration.
  - Attendee Registration. Will launch later this month or early August. Timing is based on solidifying the pre- and post-conference schedule.
  - Brittany will be seeking BoD assistance to publicize changes to the conference and gain support.
  - Over-the-Edge. Contracting is ongoing. We are finalizing the fundraising aspects of the event. We are tying some of the rappels to the sponsorship package.
- Membership Rates.
  - Tutorials have been updated.
  - Rates went into effect on July 1
  - Communications have been sent and will be ongoing
- Community Engagement Platform.
  - Contracting with Forj Learn and Forj Connect.
  - Staff are fast-tracking the Forj Learn to move projects from the old LMS to Forj Learn.
  - Staff are looking to start using Forj Connect for some of the groups and projects that are currently using Slack and Zoom. This is intended as a cost-saving move. To reduce Slack costs, we need to reduce the number of channels. Forj Connect does not have limits.
- Accredited Members.
  - A call between staff and Accredited Member liaisons is scheduled for next week.
  - Staff are working with Alicia to finalize and roll out the Accredited Member Referral Program.
- ASD Administrator.
  - Still no messaging from ANSI about our Revised Accredited Procedures.
  - John V has completed updates to the translated versions of the standards to comply with the new Essential Requirements.
- Branding.
  - Staff are updating templates, style guides, and media with new logos and preparing for roll-out with AM Logo Badges.



- Government Relations.
  - Melissa and Korey met with David, our regulatory consultant, to determine next steps. The goal is to use the Government Relations Workgroup to develop a strategy for international strategy. Melissa needs support from Board Members.
- Financials.
  - Melissa and Laura are monitoring cash flow and moving cash between savings and checking to ensure adequate coverage.
  - Draft of Q4 Financials is in the Board folder. The EoY Financial Report is with the Finance Committee. Once the Finance Committee has reviewed, Laura will finalize. She will use those figures to start the Annual 990.

<b>Motion:</b>	To accept the Q4 Financial Reports
<b>Made by:</b>	Erik
<b>Seconded by:</b>	Lori
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Logo Use Policy | 8:11 – 8:20a** (Michael, Melissa, Alicia, Brittany)

- Background. Michael presented a proposal to overhaul the Logo Use Policy. It also includes procedures for Staff to create and administer programs to use the ACCT Logo and Logomark in Logo Badges (similar to the ACCT Accredited Member Logo Badge, which we have already authorized). The policy is based on the belief that ACCT should not be authorizing ACCT Organizational Members to use the ACCT Logo or Logomark unless it is confined to a Logo Badge or authorized under an ACCT Program (e.g., Accredited Vendor reviewed for certification using the ACCT Logo on a practitioner certification certificate).
- Numerous examples of misuse of the ACCT Logo can be found across the internet and at operations around the World. In many cases, the logo is used to imply an endorsement of programs or services by ACCT and/or misrepresents ACCT policy, standards, or values. Fortunately, most instances make use of outdated logos. We have an opportunity to provide more information on appropriate use with the logo redesign and to notify stakeholders, members, and regulators about proper use going forward.
- In addition to a motion to approve the policy, a second motion seeks to approve an ACCT Membership Logo Badge, which all members may use under a limited license that will require them to follow a program-specific terms of use and style guide.
- Additional action items include updating the terms of use and style guides for programs and posting them online.
- Draft examples were viewed. Staff will decide on the final designs.



- Motion to Approve the Logo Use Policy

**Motion:** To approve revisions to the ACCT Logo Policy.  
**Made by:** Michael  
**Seconded by:** Erik  
**Discussion:**  
**Vote:** In Favor – Erik, Michael, Jason, Kennerly, Alicia, Lori, JJ, Korey  
Opposed – None  
Abstaining – None  
**Motion Carries:** ☒ Yes ☐ No

- Motion to Approve Staff to Develop and Administer Logo Badge Programs

**Motion:** To approve Staff to develop and administer Logo Badge programs.  
**Made by:** Michael  
**Seconded by:** Erik  
**Discussion:** Staff can approve programs and artwork. They should seek support from the Board if they need it.  
**Vote:** In Favor – Jason, Michael, JJ, Kennerly, Alicia, Lori, Erik, Korey  
Opposed – None  
Abstaining – None  
**Motion Carries:** ☒ Yes ☐ No

#### ACCT International Naming Guidance and Action Items | 8:20 – 8:37a (Michael, Melissa)

- Discussion and approval of the guidance document
  - The goal is to develop consistency in branding and naming use.
- Erik recommended that we carve out time soon to develop a strategic plan for international. This ties into the work the Government Relations Workgroup is starting. Before the GRWG begins its work, it needs clear guidance on vision and strategic plan.
- Action items to communicate changes to members, stakeholders, partners, and regulators

**Motion:** To approve Guidance on Association Name Change  
**Made by:** Michael  
**Seconded by:** Alicia  
**Discussion:**  
**Vote:** In Favor – Erik, Michael, Jason, Kennerly, Alicia, Lori, JJ, Korey  
Opposed – None  
Abstaining – None  
**Motion Carries:** ☒ Yes ☐ No

#### ACTION ITEM.

- Melissa will send out a Doodle Poll to schedule a meeting for a Staff/BoD subgroup to discuss how to communicate the updates to members, stakeholders, and regulators.



#### ACCT Mission Update | 8:37 – 8:45a (Michael, Melissa, Korey)

- Motion to add “Design” to the ACCT Mission
- Background. This involves a language change to the ACCT Mission Statement, which was previously introduced and then discussed in Slack. Review #full-board June 27<sup>th</sup>, 2024.

**Motion:** To update the ACCT Mission Statement as follows:

The Association for Challenge Course Technology (ACCT) establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for **the design, installation, maintenance, and management of** ~~installing, maintaining, and managing~~ challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

**Made by:** Michael

**Seconded by:** Kennerly

**Discussion:**

**Vote:** In Favor – Jason, Michael, Kennerly, Alicia, Erik, Lori, JJ, Korey  
Opposed – None  
Abstaining – None

**Motion Carries:** ☒ Yes ☐ No

#### ACTION ITEM.

- Updates to the website will be made by John V.
- Melissa will add to Asana PR/Marketing for new branding and logo rollout

#### Policy Project Update | 8:45 – 8:55a (Lori)

- Project update – John and Lori are continuing to work on this. New policies and updates should be sent to Lori once approved to make certain that the proper header, file naming convention, and template is used. John or Lori will move into policy folder.
- Procedures for dealing with working documents
  - A new shared drive is being created for all working documents so that Staff and Board Members can see them. It will be a messy drive, but it will remove barriers that have currently existed with permissions.
  - When Liaisons bring documents to the Board and Staff, the document should be placed in the Working Documents Folder. They can be shortcutted to the Board Meeting Folder.

**ACTION ITEM.** Lori will send out a guidance document.



**Program Appeals Process Policy | 8:55 – 9:02a** (Michael, Heather)

- Background. The Board unanimously passed a motion on April 4, 2024: “To sunset the Board of Directors Appeal Policy, adopted on April 18, 2023, and to direct all Program-related appeals to the Compliance Resolution Procedures, located in the current adopted version of the ACCT Code of Ethics Policy, last revised on January 25, 2025.” The action was moved because recent changes to the ACCT Governance Model and updates to Compliance Resolution Procedures created confusion and obstacles to following the processes outlined in the Board of Directors Appeal Policy.
- Michael proposed a policy that is explicitly focused on the appeals to actions made by the Programs Department or their assigns in the administration and management of ACCT credentialing programs and fills a gap in the Compliance Resolution Procedure. The policy drew from the previous Board of Directors Appeals Policy, current Compliance Resolution Procedure, and Section 11. Appeals of ACCT's Accredited Procedures.

- Motion to Approve the Program Appeals Process Policy.

<b>Motion:</b>	To approve the new ACCT Program Appeals Process Policy and authorize Staff to a) make changes to program documents, including but not limited to manuals, guides, program letter templates, and the ACCT website, and b) to communicate the changes to program participants and stakeholders.
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Erik
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – Erik, Jason, Michael, Kennerly, Alicia, Lori, JJ, Korey Opposed – None Abstaining – Leslie
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Close Session | 9:02 – 9:30a** (Korey)

<b>Motion:</b>	To enter a closed session to discuss matters sensitive to the Association.
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Lori
<b>Discussion:</b>	All Board Members to enter closed session. Guests and staff are to exit the call.
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- The Board of Directors entered closed session at 9:04 am. Michael made a motion to exit closed session. It was seconded by Kennerly. The motion passed. The Board of Directors left the



closed session at 10:06 am. No other motions were made or actions taken.

### Upcoming Meetings

- July 17, 2025 - 8:00-9:00 am MT – Board and Staff Subgroup - Standards Development Meeting
- August 20, 2025 – 7:30-9:30 am MT – Regular Meeting of the Board
- September 17, 2025 – 7:30-9:30 am MT – Regular Meeting of the Board
- October 6-9, 2025 – 7:30 am -12:30 pm MT – Extended Meeting of the Board

### Meeting Closing | 9:30a (Korey)

<b>Motion:</b>	To adjourn the meeting.
<b>Made by:</b>	Michael
<b>Seconded by:</b>	Alicia
<b>Discussion:</b>	
<b>Vote:</b>	In Favor – All Opposed – None Abstaining – None
<b>Motion Carries:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

The meeting was adjourned at 10:08 am Mountain Time.



## **Guidance on Association Name Change**

### **Policy:**

ACCT staff, members, and volunteers shall represent the Association in accordance with the guidance provided here.

### **Purpose:**

On October 16, 2024, the ACCT Board of Directors approved a revision to the ACCT Bylaws authorizing the Association to do business under the trade name “ACCT International.”

The purpose of this document is to provide clear branding, standardize association naming conventions, and provide direction regarding appropriate name use in existing and new documents and communication.

### **Guidance:**

1. **Compliance.** It shall be understood that references to the Association for Challenge Course Technology, Inc., Association for Challenge Course Technology, ACCT, and ACCT International shall refer to the same entity. As such, it is not required for policies, procedure documents, templates, operating manuals, or other documents prepared by ACCT staff, association members, or association volunteers in the course of doing business to revise documents approved or created before the approval of this guidance. The guidance listed herein shall be employed as policies and documents are being updated, or as time allows.
2. **Proper Pronunciation.**
  - a. The correct pronunciation of ACCT International is [ akt in-ter-nash-uh-nl ] and not [ A-C-C-T in-ter-nash-uh-nl ].
  - b. The correct pronunciation of ACCT is [ akt ] and not [ A-C-C-T ].
3. **Legal Use.** Legal agreements shall refer to the entity as “Association for Challenge Course Technology, Inc., doing business as ACCT International (ACCT). The use of “ACCT” (without International) may be used, and is recommended, when referenced as a defined term.
4. **Association Communications.** Official Association communications, following the approval of this guidance, should use the legal name or tradename (ACCT International) when referring to the association/entity in written form, with the following exceptions:
  - a. When ACCT is used as a modifier to programs, services, and products. Examples of appropriate use:
    - i. ACCT Inspector Certification, ACCT-certified Inspector,
    - ii. ACCT Accredited Operation, ACCT Accredited Vendor, ACCT Level 1 Practitioner Certification
    - iii. ANSI/ACCT 03-2019 Standards or ACCT Standards.
  - b. When referring to historical documents, programs, or services.
5. **Informal Use.** Staff, members, and volunteers are encouraged to use “ACCT International” rather than “ACCT” in informal communication.



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6. Updates to Existing Documents. Staff, Board of Directors Members, and their assigns are authorized to make updates to existing Association documents, marketing materials, templates, and communications in accordance with this guidance.

## **Logo Use Policy**

### **Policy:**

The Association's logo and logomarks ("Marks") are the property of the Association for Challenge Course Technology doing business as ACCT International ("ACCT"). However, ACCT may grant a limited license to use its Marks to members in good standing or to other agencies for the purpose of marketing and promoting ACCT products, services, events, and membership.

### **Purpose:**

- Ensure the Marks are used uniformly across all platforms and materials, reinforcing brand recognition and recall.
- Protect ACCT's Marks, brand, intellectual property, reputation, and goodwill.
- Maintain a consistent and professional image that conveys ACCT's values and standards.

### **Procedure:**

Use of the Marks in their original format shall be limited to ACCT business, including but not limited to marketing, advertising, branding, and identifying ACCT products, services, and events. ACCT shall take reasonable actions to protect the Marks while also employing them in creative ways that benefit ACCT and its membership. To this end, ACCT shall publish and make available permissible use cases, style guides to maintain professional and consistent use, and avenues for individuals and organizations to request permission to use the Marks.

#### **A. General Guidelines**

1. **Definitions.**
  - a. **Logo.** A simple wordmark stacking the words "ACCT International" in Termina Test font, separated vertically by the Logomark oriented horizontally. The Logo may also be presented in authorized one-color, two-color, three-color, and outlined formats.
  - b. **Logomark.** A simple illustration consisting of two ropes bound together in a Figure 8 Bend (also referred to as a Flemish Bend) with the ropes exiting the knot to the left in parallel and to the right in divergence. The Logomark is presented in green and blue hues. The Logomark may also be presented in authorized one-color, two-color, three-color, and outlined formats. When presented as part of the Logo, the Logomark is displayed horizontally. As a stand-alone mark, the Logomark is rotated clockwise 45 degrees.
  - c. **Logo Badge.** A type of emblem that combines the Logo or Logomark with text and imagery within a distinct shape, often resembling a badge, seal, or crest, and may be used to denote membership, rank, or recognition (for example, accreditation or certification) within a specific context.
2. **Style Guide.** Marks should be used in accordance with a published style guide. The style guide should include the following:
  - a. Permitted use cases

- b. Permitted variations of the Marks
  - c. Clearspace requirements around the Marks
  - d. Permitted sizes
  - e. Color Palette
  - f. Typography
  - g. Prohibited Uses/Incorrect Variations
    - i. Do not reverse the Marks
    - ii. Do not change the color(s)
    - iii. Do not change the opacity/transparency
    - iv. Do not rotate the Marks
    - v. Do not stretch or alter the proportions
    - vi. Do not change the arrangement of the markets
    - vii. Do not apply gradients, shadows, or other effects
    - viii. Do not crop the Marks
    - ix. Do not change the typography and font
3. Terms of Use.
- a. Terms of Use for the Logomarks shall be published on the ACCT website. Such terms may be updated from time to time by ACCT Staff. Reasonable efforts shall be made to communicate changes to ACCT membership and partners in a timely manner.
  - b. Terms of Use for Logo Badges shall be clearly identified on pages (written, attached, or linked to) or in correspondence that permit the download or electronic transfer of the Marks. The terms shall be updated and maintained in a written agreement signed by the licensee or authorized user, or, in the case of general membership, tied to their membership agreement.
  - c. No person or organization shall have the right to use the Marks in a way that denotes endorsement of products or services other than those which are acceptable under the Terms of Use and, if applicable, written agreement.
4. Permission to Use.
- a. ACCT Staff will develop and maintain processes to:
    - i. Allow users to request the use of the Marks
    - ii. Record requests and track authorized use
    - iii. Update and maintain agreements, including those for Logo Badges
  - b. Agreements for use.
    - i. ACCT may enter into an agreement with individuals or organizations to license the Marks outside of normal use. Such cases shall be approved by the Executive Director or the ACCT Board of Directors.
5. Versions of the Marks.
- a. ACCT Staff shall maintain a library of authorized Marks in several formats, or signatures, to complement different formats and design attributes. Only authorized variations may be distributed for internal and external use. The Executive Director must approve variations that fall outside the authorized formats or scope of the Style Guide.

## **B. Membership Logo Badges**

ACCT may develop and update membership logo badges and badge programs to promote membership and recognize its members.

### **1. Program Guidelines.**

- a. The license is limited to ACCT members in good-standing.
- b. ACCT shall publish specific Terms of Use for the Membership Logo Badges.
- c. ACCT shall make available a library of authorized badges to members.

### **2. Terms of Use.**

- a. Licensee shall adhere to the published terms of use and style guide.
- b. Only authorized artwork shall be permitted.
- c. ACCT may update artwork and authorized badges periodically. Member agrees to use the most current authorized artwork and to bear the cost of updating its materials and use.
- d. Members may not use the Membership Logo Badge
  - i. in any manner to imply that they are in any way an agent of ACCT or that ACCT in any way warrants, approves, or endorses any product, service, or event provided by them.
  - ii. on commercial products, including hats, T-shirts, coffee mugs, the cover of training and operating manuals, certificates, or other similar products.
- e. Breach
  - i. Members found in violation of the Terms of Use or Style Guide shall be so notified in writing by ACCT. Corrections shall be made and the breach cured within thirty (30) days of receipt of the written notice and at the user's expense. Failure to cure a breach may result in the termination of the member's right to use the Membership Logo Badge or other remedies, including, but not limited to, suspension or revocation of membership.
- f. Termination.
  - i. Permission to use the Membership Logo Badges shall terminate immediately if membership status is not renewed, revoked, or terminated for any reason.
  - ii. ACCT may withdraw permission and terminate the limited license at any time if it identifies unauthorized or non-permitted use that violates the Terms of Use and ACCT, at its sole discretion, determines that the violation has or could reasonably cause harm to ACCT's reputation, brand, or goodwill.
  - iii. ACCT may discontinue the Membership Logo Badge Program at any time with ninety (90) days written notice to its members.
  - iv. Upon nonrenewal, revocation, or suspension of membership, or termination of use by either party, the licensee will remove the Membership Logo Badge from all materials, products, and services, regardless of whether such materials, products, and services are preprinted or preexisting at that time, at its own expense.

### C. Accredited Member Logo Badges

ACCT may develop and maintain logo badges to recognize Accredited Members in good-standing.

#### 1. Program Guidelines.

- a. The license is limited to Accredited Members in good-standing. Only Accredited Members that have maintained their paid membership, accreditation dues, and upheld all program requirements of the accreditation program will be authorized to use the ACCT Accredited Member Badges.
- b. ACCT shall publish specific Terms of Use for the Accredited Member Logo Badges.
- c. ACCT shall make available a library of authorized badges to Accredited Members in good-standing.

#### 2. Terms of Use.

- a. The Accredited Member must agree to the Terms of Use, which shall be part of the Accredited Member agreement.
- b. Only authorized artwork shall be permitted.
- c. ACCT may update artwork and authorized badges periodically. Licensee agrees to use the most current authorized artwork and to bear the cost of updating its materials and use.
- d. Accredited Members may not use the Accredited Member Logo Badges in any manner to imply that they are in any way an agent of ACCT or that ACCT in any way warrants, approves, or endorses any product or service provided by them.
- e. Accredited Members must clearly identify the service areas or operations for which they are accredited, as well as those for which they are not accredited. If an Accredited Member offers additional services or conducts operations beyond those for which it is accredited, and the public could reasonably perceive these as part of its accreditation, the Accredited Member has the responsibility to clearly communicate the scope of its accreditation in all marketing materials, external communications, and literature.
- f. Breach
  - i. Accredited Members found in violation of the Terms of Use or Style Guide shall be so notified in writing by ACCT. Corrections shall be made and the breach cured within thirty (30) days of receipt of the notice at the Accredited Member's expense. Failure to cure a breach may result in termination of the Accredited Member's right to use the Accredited Members Badge or other remedies, including but not limited to suspension or revocation of accreditation status and/or membership.
- g. Termination.
  - i. Permission to use the Accredited Member Logo Badges shall terminate immediately if membership or accreditation status is not renewed, revoked, suspended, or terminated for any reason.
  - ii. ACCT may withdraw permission or terminate the limited license at any time if it identifies unauthorized or non-permitted use that violates the Terms of Use and it is determined, at ACCT's sole discretion, that the violation has or could reasonably cause harm to ACCT's reputation, brand, or goodwill.
  - iii. ACCT may discontinue the Accredited Member Logo Badge Program at any time with ninety (90) days written notice to its members.
  - iv. Upon termination, suspension, and/or revocation of accreditation status or membership, the licensee will remove the Accredited Member Logo Badge from all materials, products, and services, regardless of whether such materials, products, and services are preprinted or preexisting at that time, at its own expense.



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#### **D. Development of Additional Logo Badge Programs**

ACCT Staff may develop and maintain additional logo badges to recognize membership status, achievements, or to denote rank. New programs shall include, at a minimum, the General Guidelines found in Section 1 and be approved by the Executive Director before rollout.

## **ACCT Programs Appeal Process**

### **Policy:**

ACCT shall provide a process for ACCT credentialed individuals and organizations to appeal outcomes that arise related to actions or inactions taken by the ACCT Program Department or volunteer groups under its charge, including but not limited to decisions to deny, suspend, or revoke credentials, or to administer the credentialing program in accordance with ACCT policies.

### **Purpose:**

- Formalize the appeals process for appeals elevated past the Program Department or their designated representatives.
- Provide complainants and volunteers a pathway to escalate and appeal beyond the Program Department.
- Establish the responsibilities of the complainant, ACCT Staff, and ACCT Leadership.

### **Procedure:**

#### **A. Scope**

The scope of this procedure is limited to outcomes arising from the actions or inactions of the ACCT Program Department or volunteer groups under its charge, including, but not limited to, decisions to deny, suspend, or revoke credentials or to administer the credentialing program in accordance with ACCT policies. Appeals may only be brought by ACCT credentialed or formerly credentialed persons or companies, or by parties materially impacted by the decisions for or against the aggrieved. Grievances/complaints among members, members and non-members, or members and staff, will generally be managed by ACCT's Compliance Resolution Procedure (<https://www.acctinfo.org/code-of-ethics>) and outside of the scope of this process. Similarly, ANSI-related appeals shall be addressed in accordance with the most recent version of the Accredited Procedures for Organization, Development, and Maintenance of Challenge Courses Standards by the Association for Challenge Course Technology (ACCT), as aligned with the ANSI Essential Requirements.

#### **B. Procedures**

1. Appeal Submission.
  - a. The complainant shall file a written complaint within thirty (30) days of the notification of the action or at any time with respect to inaction to ACCT Leadership ([ed@acctinfo.org](mailto:ed@acctinfo.org) and [acctboardlist@acctinfo.org](mailto:acctboardlist@acctinfo.org)).
  - b. In the complaint, the complainant shall state
    - i. the nature of the objection(s), including any adverse effects resulting from the actions or inactions of the ACCT Program Department or their assigns;



- ii. detailed information regarding specific actions or inactions alleged against the ACCT Program Department or its assigns, including but not limited to violations of specific ACCT program policies or written procedures, dates, times, communications, etc.;
    - iii. the specific actions that would satisfy the complainant's concerns; and
    - iv. supporting documents.
  - c. Complainant shall submit a non-refundable \$125.00 USD processing fee with the complaint.
2. Response. Within sixty (60) days after receipt of the submission or receipt of the processing fee, whichever came last, ACCT Leadership shall respond in writing to the complaint, specifically addressing each allegation in the complaint to the extent possible. ACCT Leadership shall attempt to resolve the complaint informally.
3. Appeals Panel and Hearing. Following the response, the complainant may request a formal hearing in writing. Complainant shall submit a non-refundable \$250.00 USD processing fee with the request for hearing.
- a. Appeals Panel.
    - i. ACCT Leadership shall appoint an appeals panel to hold a hearing on a date agreeable to all participants, within at least fifteen (15) working days' notice, but no more than thirty (30) working days' notice.
    - ii. The appeals panel will be made up of 3 to 5 individuals, including members of the Board of Directors, Board Emeritus, staff, members, or a combination of these groups.
    - iii. The composition of the panel shall be determined by ACCT Leadership, following review of any conflicts of interest and impartiality.
  - b. Hearing.
    - i. The appeals panel shall arrange how to hear the complaint and shall notify the parties of the process. This process does not require all parties to be present when information is shared; rather it requires the panel to provide an opportunity for all parties to provide information they want considered that is pertinent to the complaint.
    - ii. Hearings may be conducted by conference call, virtually, or in-person, at the sole discretion of ACCT Leadership.
  - c. Conduct of the Hearing.
    - i. The complainant has the responsibility of demonstrating improper action or inaction, the adverse effects therefrom, and the efficacy of the requested remedial action.
    - ii. ACCT's representative(s) has the responsibility of demonstrating that the Program Department took all actions in question in compliance with ACCT Policies and published procedures.
  - d. Decision. The appeals panel shall render its decision in writing within thirty (30) days of the hearing, stating its findings of fact and conclusions, with reasons therefor, and citing the evidence or lack thereof.
  - e. Communication with the Complainant.
    - i. ACCT Leadership will communicate the decision of the appeals panel to the complainant in writing. If the complaint is found to be justified, ACCT Leadership will outline any actions to be taken in response. All decisions of the panel and ACCT Leadership shall be final on all concerns.
  - f. Record Keeping:
    - i. ACCT will maintain records of the complaint, appeal hearing, and actions taken for reference and transparency in accordance with the ACCT Document Retention Policy.