

APPEALS AND COMPLAINTS POLICY

This document lays out the ECTE policy and strategy for appeals and complaints. This takes place in the context ESG 2-3 related to implementing processes that are reliable and fair.

APPEALS

Through an appeal, an institution may question the formal outcome (the decision) of a process. The right to appeal the decisions of the Council applies to both institutions and organizations applying for membership and to institutions in the accreditation process.

Since the ECTE Council acts for an autonomous and voluntary association of evangelical institutions of biblical and theological training, its decisions cannot be put in question by appeal to public law or to public courts. Three levels of appeal are available to an institution that does not agree with a decision made by the Council.

1. First Level appeals must be made in written form to the General Secretary at office@ecte.eu. The General Secretary will discuss the appeal with the Review Secretary and the Quality Assurance Coordinator and reply in written form to the institution.
2. If the first level appeal is not satisfactory, the institution may initiate a second level appeal:
 - Second Level appeals must be made in written form to the Council itself through the General Secretary at office@ecte.eu. Reception will be acknowledged.
 - The appeal must specify the formal outcome (decision) and the related process to which the appeal relates and include relevant documentation.
 - The Council will discuss the appeal and reply in written form to the institution.
 - If necessary, a visit or other forms of personal contact will be organized.
3. If the second level appeal is not satisfactory, the institution may initiate a third level appeal.
 - Third Level appeals should be sent in writing to the General Secretary at office@ecte.eu, who passes it on to the External Appeals/Complaints Committee.
 - The Committee replies to the institution and the Council in written form. Both the Council and the institution must submit to the decision of this committee. Failure to do so will cause the re-election of the Council or the exclusion of the institution from membership.
 - The External Appeals/Complaints Committee is nominated ad hoc by the ECTE Council, approved by the General Assembly¹ and consists of:
 - 1) One representative from a member school with national accreditation but NOT ECTE accreditation
 - 2) One representative from another ICETE institution with good knowledge of our constituency
 - 3) One student in the field of theological education with international experience

¹ Approval [will take place by simple majority by email consultation. Votes of General Assembly members not responding within two weeks will be counted as approval \(members will be informed of the procedure\).](#)

All appeal procedures and relative results and statistics will be published on the ECTE website.² This procedure was approved by the ECTE Council November 2020 and revised March 2021.

COMPLAINTS

A formal complaint allows an institution to state its dissatisfaction with the conduct or the consistency of the process or those carrying it out.

1. Complaints will be submitted in writing by email to the General Secretary at office@ecte.eu. Reception will be acknowledged.
2. The complaint must specify the conduct of the process or those carrying it out and include relevant documentation where possible.
3. The Council will discuss the complaint and reply in written form to the institution, either upholding, dismissing or requiring further investigation into the complaint.
4. If the complainant is dissatisfied with the outcome, it can write a second level complaint to the External Appeals/Complaints Committee through the General Secretary.

Institutions are also regularly asked to provide satisfaction feedback following site visits and reviews. This feedback is examined by the Review Secretary, brought to the ECTE Council, addressed and communicated to the institution.

All complaints procedures and relative results and statistics will be published on the ECTE website.³ This procedure was approved by the ECTE Council, November 2020 and revised March 2021.

A survey was run in 2020-21 on the satisfaction with the ECTE Appeals and Complaints policies, see section 6.6 below.

This policy has been approved by the ECTE Council, 16 March 2021 and is valid until its revision.

For additional information about the ECTE, contact:
Dr Marvin Oxenham – General Secretary, ECTE
Via dei Lucumoni 33 1015 Sutri (VT) Italy
Email: office@ecte.eu Website: www.ecte.eu

² See <http://ecte.eu/about/organisation/policies/>

³ See <http://ecte.eu/about/organisation/policies/>