OVERVIEW:
This policy is designed to specifically provide both dispatch agencies and the International Academies of Emergency Dispatch (IAED) the appropriate course of action required to rectify noncompliance when an agency is at risk of having its accreditation revoked.

PURPOSE:
The overall purpose of this policy is to ensure that agencies understand all the steps necessary to correct performance deficits and maintain accreditation status. It includes specific tasks and options for the agency that are designed to obtain the expected performance minimums.

POLICY:
1. Remediation Status. An agency will be officially placed in Remediation Status under one of the following conditions:
   
   A. The agency fails to submit its Compliance Report, and/or
   
   B. The agency’s compliance levels do not meet minimum accreditation standards.

2. Notification Process: The IAED will send notification to the agency of their remediation status by email, sent with receipt confirmation to the accreditation contact on file, describing the cause for remediation placement and listing the necessary corrective actions. It is the agency’s responsibility to ensure that the IAED has the correct contact information on file.

3. Remediation for Failure to Report. The agency must submit the required Compliance Report(s) within fifteen (15) calendar days of receipt of notification. Failure to submit these reports will be cause for revocation of accreditation.

4. Remediation for Failure to Meet Standards. An agency’s failure to meet minimum standards requires the submission of an Initial Action Plan within fifteen (15) calendar days of receipt of notification as follows:

   A. Initial Action Plan. The Action Plan must address the specific performance concerns and describe how the agency will correct these issues.
i. As a condition of remediation, the agency must post compliance summary reports on a quarterly basis. If the agency does not submit the quarterly reports within this timeframe, the agency’s accreditation shall be revoked.

ii. The agency will have three (3) months to return to compliance levels.

iii. If the compliance levels during these three months are at or above accreditation levels, the agency shall be removed from Remediation status.

iv. If the compliance levels during these three months are not at or above accreditation levels, the agency must submit a Revised Action Plan as described below.

B. Revised Action Plan. If the compliance levels of the most recent quarterly report are not within accreditation standards, the agency shall review its Initial Action Plan and make appropriate modifications to that ensure compliance levels improve. This “Revised” Action Plan must be submitted to the IAED within fifteen (15) calendar days of receipt of notification. As part of the Revised Action Plan, the agency must continue to post compliance summary reports on a quarterly basis.

i. The agency will have another three (3) months in which to return to compliance levels.

ii. If compliance levels for this report are at or above accreditation levels, the agency shall be removed from Remediation status.

iii. If the agency does not submit the quarterly reports within this timeframe, the agency’s accreditation shall be revoked.

iv. If no Revised Action Plan is received, the agency’s accreditation shall be revoked.

5. Revocation Minimum Period: Accreditation status is canceled for at least one year.

6. Revocation Notification, Terms, and Appeals: An agency will be officially notified of their Revocation Status for any of the following conditions:

A. If the terms as outlined in this Remediation and Revocation Policy are not met, the accreditation will be revoked.

B. If the agency is no longer using the Priority Dispatch System for which it is accredited, their accreditation shall be revoked.

C. Agencies may voluntarily request a revocation of their accreditation status.

D. Agencies who fail to uphold the Twenty Points of Accreditation shall be subject to revocation

7. Result of Revocation. Agencies subject to revocation, for any reason, shall not be allowed to re-apply for accreditation by the IAED for a minimum of one year from the date of revocation. Any pre-paid accreditation fees are non-refundable. Immediately upon notice, revoked ACE’s shall be required to remove any and all references or viewable characterizations of its previous ACE distinction (such as websites, newsletters, advertisements, plaques, etc.).