

AAA Course Provider Listings Appeals Process

The following is the formal appeals process for a course provider to contest a) AAA's denial of a course provider listing or b) AAA's removal or suspension of a course provider from AAA's course provider listing.

The AAA has clear expectations of what is required of a course provider to be listed on AAA's websites. The course provider application is reviewed by at least 2 people from the AAA education committee. Applications are reviewed by people who are located at least 250 miles from the course provider.

1. If an application needs clarification or additional details, the course provider will be contacted by a representative of the AAA education committee or the AAA ethics committee.
2. The course provider will be notified by AAA via email, letter, or phone that they have been denied listing or are being removed from the course provider listings.
3. An appeal must be made no sooner than one week and no later than six weeks after notification.
4. An appeal must be made in writing and state specific reasons why the course provider feels they should not have been denied listing or been removed from the listing.
5. AAA will review the appeal. The chair of the ethics committee will head the review process and will consult with other AAA board members. We will make every effort to include AAA board members and/or education committee members that were not involved with the initial review. The appeals process will include additional review of the course provider's application and any information they have submitted as part of the appeal.
6. The head of the review will issue a decision. An appeal could result in a denial and/or removal standing, or the course provider being listed on the website. Course providers will again be notified via email or letter of the decision.