

## **National Honor Society & National Junior Honor Society FAQS About the Complaint Process**

**Q: I want to appeal the non-selection or dismissal of my son/daughter. Can I file a complaint to have that decision reviewed?**

A: No. The national office does not hear appeals or render decisions for selection or dismissal. All appeals have to be filed at the local level. Please visit the [Parent Zone](#) section of the NHS and NJHS website for more information.

Please do not submit any information about your student for review (i.e. essays, student information forms, academic records). The national office does not review or evaluate students for membership. Information forms created by the chapter can be submitted for purposes of identifying a conflict with NHS or NJHS policy. Please redact identifying student information.

**Q: What is the difference between a complaint and an appeal?**

A: Appeals are requests to review or overturn a selection or dismissal decision. The national office cannot hear appeals or change any selection or dismissal decision made by a chapter's Faculty Council.

When a chapter is in violation of an Honor Society policy, we will investigate in an effort to bring the chapter into compliance. Complaints may be filed *only* for specified violations of Honor Society policy. Parents are requested to review the NHS and NJHS Constitutions and websites to familiarize themselves with the national policies.

In some cases, the violation has had a direct impact on a selection or dismissal decision and the corrective action may result in a reversal of that decision or a re-evaluation of a student (for selection.) Please note that in many cases, even when a violation has been identified and changes are required, there may be no impact on selection or membership status.

**Q: What are some examples of violations of NHS or NJHS policy? Please identify reasons for submitting a complaint.**

A: Examples:

1. Absence of a Faculty Council, more/less than 5 faculty members serving on the council, or a principal serving on the council.
2. Incorrect scholarship (GPA) requirement. The scholarship requirement is based on a cumulative GPA. The following are **not allowed**: no class percentages (i.e. top 10% of the class), no calculations that exclude elective courses, no per-course requirements (i.e. "No Cs allowed" or "no grades below...." ), no quarterly or semester average requirements (i.e. all quarters/semesters of 90 or above.)
3. Chapter has no published selection procedure.
4. Chapter has no chapter bylaws.
5. Improper or automatic dismissal, and/or lack of due process.
6. Chapter does not conduct service projects.
7. Chapter refuses to accept a transfer member from another chapter.

**Q: When should I submit a complaint to the national office?**

A: When a violation of NHS, NJHS or NEHS policy has been identified and brought to the attention of both the adviser and principal, and the violation has not been corrected, parents, students and interested parties may submit a complaint to the national office.

Please file complaints within the current school year while your student is still enrolled in that school. Complaints filed after a student has graduated may have no effect on membership status. All complaints should be filed in a timely manner for the quickest resolution.

**Q: What happens when I submit a complaint?**

A: Violations of national policy are taken seriously and are investigated. When a complaint is received, it is reviewed to identify violations of Honor Society policy. In some cases, more information is needed before a determination can be made. We will contact you with additional questions, and contact the school to obtain additional information as well.

Once violations are clearly identified, the national office will contact the adviser and/or principal in writing to notify them that a complaint has been filed. We will identify the nature of the complaint, the violation of Honor Society policy, and the steps to bring the chapter into compliance. A timeframe for compliance will be outlined and the chapter will be asked to submit a copy of its bylaws and other relevant information for review. Schools are usually given 15 business days to respond, except in time-sensitive cases where a more immediate response is required.

**Q: How long does it take to review my complaint and resolve it?**

A: Generally, complaints will be reviewed within 10 business days of receipt. When violations are present, you can expect that the school will be contacted within that time.

The timeline for resolution of a complaint depends on many factors, including: The need for additional information from you and your response to those inquiries, school response time to initial contact from the national office, whether extensive revisions and changes are needed to the chapter's procedures and policies, and when the complaint was filed (during the school year vs. summer.)

Complaints filed after the conclusion of the school year may not be resolved until the next school year.

**Q: How will I know the status of my complaint?**

A: In most cases, you will receive email updates regarding the status of the complaint, including the date the school was contacted, what violations have been found, when a response is expected and when the school responds and becomes compliant. However, you may contact the national office at [nhs@nhs.us](mailto:nhs@nhs.us) to check the status at any time.