

Appeal Process Museum Evaluation Program and Accreditation

It is possible that a museum's Board of Directors, staff members, or volunteers will be disappointed in their evaluation results and/or accreditation decision. This is not grounds for an appeal. However if a museum feels that mistakes were made in its Evaluation Report, that it was given misinformation in preparation for or was otherwise treated unfairly during the Accreditation process, an appeal for review can be made.

The Evaluation appeal process has three stages:

Stage 1:

The museum writes to the Manager of the Museum Evaluation Program and addresses point-by-point the concerns relating to the Evaluation process and/or Evaluation Report. The email or letter must be received or postmarked by the deadline for feedback. This date will be clearly outlined in the annual evaluation timeline published on ANSM's website. The Manager will review the necessary files and respond to the museum in a timely manner.

Stage 2:

If the museum is not satisfied with this response and feels that further issues need to be addressed, a formal letter can be sent to the ANSM Executive Director requesting a review. The letter must be dated (and postmarked if sent by mail) within two weeks of the museum's receipt of its response from the Manager of the Museum Evaluation Program. The letter should address point-by-point the problems or concerns. The Executive Director, Manager of the Museum Evaluation Program, and the museum's evaluation team leader will review the Documentation Review submission, Site Evaluation forms, and/or other issues as outlined in the museum's letter. If the Executive Director or Manager of the Museum Evaluation Program were the museum's evaluation team leader, a member of the Museum Evaluation Program Working Group will be brought in as a third party. The museum will receive a formal response to concerns in a timely manner.

Stage 3:

The final stage is reserved for those museums that feel their concerns were not addressed in stages one and two. Museums can submit a formal letter to the ANSM Board of Directors, again outlining their specific concerns point-by-point, and requesting a full review of their Evaluation process. The Board will treat each appeal on a case-by-case basis, and will either stand by the existing Evaluation report or strike a new team to reassess the museum. A formal response will be sent to the museum from the ANSM Board of Directors, explaining their decision and any further actions required.

The Accreditation appeal process has two stages:

Stage 1:

The museum writes to the Accreditation Panel, in care of the Manager of the Museum Evaluation Program, and addresses point-by-point the concerns relating to the Accreditation process and/or decision. The email or letter must be received or postmarked by the deadline for feedback. This date will be clearly outlined in the annual evaluation timeline published on ANSM's website. The Panel will review the museum's application and respond to the museum in a timely manner.

Stage 2:

If a museum was not satisfied with the response from the Accreditation Panel, it can submit a formal letter to the ANSM Board of Directors, again outlining specific concerns point-by-point, and requesting a full review of the Accreditation process. The Board will treat each appeal on a case-by-case basis, and will either stand by the existing Accreditation decision or instruct the Accreditation Panel to review the museum's application. A formal response will be sent to the museum from the ANSM Board of Directors, explaining their decision and any further actions required.