Complaints Summaries

The ACCME makes public blinded summaries from the complaints process for the purpose of educating providers and other stakeholders. In keeping with our commitment to protect both parties' confidentiality in the complaints process, the summaries do not identify the type of organization that is the subject of the complaint or the type of person or organization bringing the complaint. These summaries describe complaints initiated on or after January 2009, when the ACCME reserved the right to make public some information about the complaints process.

Restricting Participation in CME
Aug 27 2013
A health care professional submitted a complaint to the ACCME stating that he was denied access to an accredited activity because he was not part of the target audience. More >

Role of Commercial Interest Employees as Speakers in CME Activities
Aug 27 2013
The ACCME received a complaint regarding a CME course. More >

Compliance with the Attendance Records Retention Policy
Aug 27 2013
The ACCME received a complaint questioning a CME provider's compliance with the ACCME's CME Attendance Records Retention Policy because More >

Noncompliance with the Attendance Records Retention Policy and the Joint Sponsorship Policy
Aug 27 2013
Please note: This Complaint Summary makes reference to “Joint Sponsorship;” this term had been changed to “Joint Providership” effective February 2014. More >

Complaints Not Pursued by the ACCME
Jun 19 2013
In some instances (for example, if a complaint is anonymous, the activity is beyond the timeframe for review, the entity not an accredited provider, or the activity not accredited), the ACCME does not pursue complaints. In those cases, the complainants are notified. More >

Complaints resulting in Notices of Noncompliance and Required Corrective Information to Learners
Jun 19 2013
ACCME policy requires accredited providers to offer corrective information to the learners, faculty, and planners if an activity is found to be in Noncompliance with ACCME Standard for Commercial Support 1: Independence, Standard for Commercial Support 5: Content and Format without Commercial Bias More >

Compliance with the ACCME's Standard for Commercial Support 2 and Content Validation Policy
Jun 19 2013
The ACCME received a letter regarding an online activity about disease treatment offered by an accredited provider. The complainant alleged that one of the clinical care recommendations in the activity does not align with the recommendations currently accepted by the profession of medicine. More >
Noncompliance with ACCME’s Standards for Commercial Support 2 & 6
Jun 19 2013

The ACCME received a complaint suggesting that an ACCME-accredited provider was conducting continuing medical education activities about the use of a health care product, “Product X.” The complaint described educational and business relationships that made it appear that the accredited provider’s

Resolution of Personal Conflicts of Interest
Oct 26 2011

The ACCME received a complaint about a live CME activity. One faculty member was listed as having nothing to disclose; however, the complainant claimed that the person did indeed have relevant financial relationships with a commercial interest, as defined by the ACCME.

Compliance with ACCME's Standard for Commercial Support 5 and Content Validation Policy
Feb 18 2011

The ACCME received information indicating that an accredited provider’s activity violated Standard for Commercial Support 5: Content and Format without Commercial Bias.