



## **Wellness Workdays Dietetic Internship Opportunities for Filing Complaints with ACEND**

### **POLICY**

ACEND will review complaints that relate to a program's compliance with accreditation standards. ACEND is interested in the sustained quality and continued improvement of dietetics education programs, but does not intervene on behalf of individuals in matters of admission, appointment, promotion or dismissal of faculty, staff, or interns.

### **PROCEDURE**

**Interns** – Complaints can be filed in writing, through email or over the phone with the program manager. The program manager will work with all staff and resources to address your complaint and find a resolution to your satisfaction. She will work with other members of the WWDI faculty and staff as well as with members of the site location, if necessary to appropriately resolve the issues at hand.

If, for some reason, you feel that the program manager does not handle your complaint to your satisfaction, the same complaint can be filed with the Program Director ([debra@WellnessWorkdays.com](mailto:debra@WellnessWorkdays.com)).

If the Program Director does not handle your complaint to your satisfaction, the same complaint can be submitted to the chair of the WWDI Executive Advisory Board ([WWDIboardchair@wellnessworkdays.com](mailto:WWDIboardchair@wellnessworkdays.com)). The chair will review the complaint and bring it to the entire WWDI Executive Advisory Board for review and resolution if deemed appropriate.

If the Chair and Executive Advisory Board do not handle your complaint to your satisfaction, the same complaint can be submitted to the Accreditation Council for Education in Nutrition and Dietetics (ACEND), 120 South Riverside Plaza Suite 2000 Chicago, IL 60606-6995, 312-899-0040 ext 5400  
<http://www.eatright.org/ACEND>

Written copies of all complaints will be kept on file by Wellness Workdays for 5 years from the date of complaint.

**Preceptors** – Complaints can be filed in writing, through email or over the phone directly with the Program Director, [debra@WellnessWorkdays.com](mailto:debra@WellnessWorkdays.com) or 781-741-5483. The Program Director will work with all staff and resources to address your complaint and find a resolution to your satisfaction. She will work with other members of the WW DI faculty and staff as well as with members of the site location, if necessary to appropriately resolve the issues at hand.

If, for some reason, you feel that the Program Director does not handle your complaint to your satisfaction, the same complaint can be submitted to the chair of the WWDI Executive Advisory Board ([WWDIboardchair@wellnessworkdays.com](mailto:WWDIboardchair@wellnessworkdays.com)). The chair will review the complaint and bring it to the entire WWDI Executive Advisory Board for review and resolution if deemed appropriate.

If the Chair and Executive Advisory Board do not handle your complaint to your satisfaction, the same complaint can be submitted to the Accreditation Council for Education in Nutrition and Dietetics (ACEND), 120 South Riverside Plaza Suite 2000 Chicago, IL 60606-6995, 312-899-0040 ext 5400  
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