

Complaint Process:

The Pennsylvania Department of Health, Bureau of Women, Infants and Children takes all complaints seriously.

When an intern/preceptor has a complaint, all efforts should be made to handle it internally with the intern/preceptor of that rotation. If it cannot be resolved within the rotation site, the complaint/grievance should be brought to attention of the DI Program Director by submitting a signed explanation of the complaint.

It will be the responsibility of the DI Program Director to investigate and determine the credibility of the complaint. The DI Program Director will then offer a resolution which may include a conflict resolution meeting between parties to resolve. The DI Program Director should provide a written response to the grievance within 10 days of receipt.

If the issue remains unresolved to the satisfaction of the intern/preceptor, the complaint should be brought to the attention of the WIC Bureau Director who will determine an outcome/plan of action.

All formal complaints will be maintained on file for seven years.

Interns should follow the above steps for processing complaints. Interns may submit complaints related solely to ACEND accreditation standards to ACEND, **ONLY AFTER ALL AVENUES HAVE BEEN EXHAUSTED**. In that case, the signed complaint should be complete to include the ACEND Core Competency Number (CRDN) along with detailed information regarding specifics for the complaint.

ACEND Contact Information:

Accreditation Council on Education for Nutrition and Dietetics

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Chicago, IL 60606-6995

800/877-1600 Ext 5400

Fax: 312/899-4817

E-mail: ACEND@eatright.org

Website: www.eatright.org/ACEND

The PA WIC Dietetic Internship Program is responsible for maintaining a record of all complaints related to the program and must be available upon request by ACEND.

Complaints should be filed utilizing the PA DOH WIC DI [Complaint Form](#).