**Directions:**

The ACEND Board will only investigate complaints related to a program’s compliance with the ACEND accreditation standards or policies and procedures after all other options within the program and institution have been exhausted. ACEND does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admissions, grades, appointment, promotion or dismissal of faculty or students. ACEND will also not seek any type of compensation, reimbursement, readmission or other redress on an individual’s behalf. ACEND’s complaint process is available in the [Policy and Procedure Manual](https://www.eatrightpro.org/acend/accreditation-standards-fees-and-policies/acend-policy-and-procedures).

Should it be determined that the complaint may relate to the accreditation standards or policies, ACEND will investigate the complaint. Programs found non-compliant with the ACEND accreditation standards or policies will be required to come into compliance with the noted standards or policies.

Please read this form in its entirety, complete, sign, and submit to ACEND via:

**Email:** [**ACENDReports@eatright.org**](mailto:ACENDReports@eatright.org).

**Or Mail:** Accreditation Council for Education in Nutrition and Dietetics (ACEND)

120 South Riverside Plaza, Suite 2190

Chicago, IL 60606-6995

**Note:** Complaints must be submitted using the Complaint Submission Form. If the complainant requires assistance due to a demonstrated disability or other accessibility needs, ACEND staff are available to assist in completing or submitting the form. Please contact ACEND at [ACEND@eatright.org](mailto:ACEND@eatright.org) or 800-877-1600, ext. 5400 to request support or accommodations.

|  |  |
| --- | --- |
| **Your Information** | **ACEND Accredited Program Information** |
| **All information is required unless indicated as optional** | |
| Name:  Address:  City, State, Zip code:  Daytime Phone Number (optional):  Evening Phone Number (optional):  Email Address:  Your relationship with the program is (Check One)  Student  Graduate  Faculty  Preceptor  Other (indicate relationship): | Program Name:  City, State:  Program Type (Check One)  Dietetic Technician Program (DT)  Coordinated Program (CP)  Didactic Program in Dietetics (DPD)  Dietetic Internship (DI)  Foreign Dietitian Education Program (FDE)  Individualized Supervised Practice Pathway within a CP, DPD or DI  Future Education Model Graduate Program (GP)  Name(s) of the individual(s) cited in your complaint and their relationship to the program (e.g., Program Director, Preceptor, Faculty; If other, indicate relationship): |

**PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW:**

I have read ACEND’s complaint process and agree to abide by it. I understand that the Accreditation Council for Education in Nutrition and Dietetics (ACEND) does not provide legal advice and only investigates questions regarding a program’s compliance with ACEND accreditation standards, policies and procedures. The complaint is true and accurate to the best of my knowledge.

**Statement of Confidentiality**

If I have checked this box, the documents provided by me have my name and other identifying information redacted as I wish to keep my identity confidential. I understand that ACEND will make available to the program the redacted documentation provided, but ACEND cannot guarantee that the program will be unable to identify the complainant due to the circumstances described in the complaint.

**Please sign and date the completed form.**

**Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Date**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DOCUMENTATION:**

1. Please check each ACEND Accreditation Standard or ACEND Policy/Procedure implicated in your complaint. (Please refer to [www.eatrightpro.org/ACEND](http://www.eatrightpro.org/ACEND) for the complete version of the ACEND Accreditation Standards and Policies and Procedures.)

**Programs accredited under the ACEND Accreditation Standards (DI, DPD, CP, DT, FDE, ISPP, GP)**

**Non-compliance with ACEND Policies and Procedures (indicate Policy number(s))**

**Non-compliance with ACEND Standards**

Standard 1: Program Characteristics and Resources

All programs applying for accreditation by the Accreditation Council for Education in Nutrition and Dietetics (ACEND®) must meet requirements including quality-assurance or oversight by other agencies, organizational structure, financial stability, sufficient resources, the awarding of degrees and/or verification statements, program length and program management.

Standard 2: Program Mission, Goals, Objectives and Program Evaluation and Improvement

The program must have a clearly formulated and publicly stated mission with supporting goals and objectives by which it intends to prepare students for practice as a Registered Dietitian Nutritionist. The program must have a program evaluation plan to continuously evaluate the achievement of its mission, goals and objectives, use the plan to collect data, improve the program based on findings and update the plan accordingly.

Standard 3: Curriculum and Learning Activities (DT, CP, DPD, DI, FDE, ISPP Only)

The Core Knowledge and Competencies must be the basis on which the program curriculum and learning activities are built within the context of the mission and goals of the program.

Standard 3: Curriculum and Learning Activities (GP Only)

The competencies must be the basis on which the program curriculum and learning activities are built within the context of the mission and goals of the program. Demonstration of competence must be integrated in the coursework and supervised experiential learning activities throughout the program.

Standard 4: Student Learning Assessment and Curriculum Improvement

The program must continuously assess student achievement of required core knowledge and/or competencies. The program must collect and analyze aggregate data on student core knowledge and competency attainment. The results of the assessment plan must be used to evaluate and improve the curriculum to enhance the quality of education provided.

Standard 5: Faculty and Preceptors

The program must have qualified faculty and preceptors (if applicable) in sufficient numbers to provide the depth and breadth of learning activities required in the curriculum and exposure to the diversity of practice. Program faculty, including the program director, must show evidence of continuing competence appropriate to teaching responsibilities, through professional work experience, graduate education, continuing education, and research or other activities leading to professional growth in the advancement of their profession.

Standard 6: Supervised Practice/Supervised Experiential Learning Sites (Not applicable to DPDs)

The program must have policies and procedures to maintain written agreements with institutions, organizations and/or agencies providing supervised practice experiences to meet the competencies. The policies and procedures must address the selection and periodic evaluation of the adequacy and appropriateness of facilities to ensure that sites are able to provide supervised practice learning experiences compatible with the competencies that students are expected to achieve.

Standard 7: Information to Prospective Students and the Public

The program must provide clear, consistent and accurate information about all program requirements to prospective students and the public at large.

Standard 8: Policies and Procedures for Enrolled Students

The program must have written policies and procedures that protect the rights of students and are consistent with current institutional practice.

1. Briefly provide specific facts about your complaint, including relevant dates of the incident(s) in chronological order. If additional evidence, such as emails or other communications, program policies, or any other documentation, is provided as attachments, clearly label them (for example, “Required Element 1.2” or “Appendix A”) and the text narrative provided for the Standard should reference the appendix evidence by this labeling.
2. Describe the steps you have taken to resolve your concern through the program’s complaint process demonstrating that all options within the program and institution have been exhausted.

What was the outcome?

1. Have you initiated legal proceedings regarding this complaint?

Yes  No

If yes, what was the finding? (Submit copies of any rulings on your case by the court.)

1. What outcome would you like to occur?