

Complaints about the Didactic Program in Dietetics

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Policy

The DPD program at Penn State University strives to uphold the ACEND accreditation standards. In the event that a student believes that there has been a violation of the ACEND accreditation standards, he or she should follow the procedure below. Students who report a complaint about the DPD program are protected from retaliation from the individual or individual's in which they are submitting their complaint against.

Procedure

Students who have a complaint or concern about the program should follow these steps:

1. The student should first make an appointment with the DPD director, Mary Dean Coleman-Kelly to speak with her in person. In the event an appointment cannot be made in person, then another medium may be used as agreed upon between the student and the DPD director.
2. If a resolution cannot be made with the DPD director, the student should make an appointment with the person acting as the Undergraduate PIC of the Nutritional Sciences department;
3. If a resolution cannot be made with the Undergraduate PIC, the student may request a meeting with the person acting as Head of the Department of Nutritional Sciences to voice their concerns;
4. If a resolution cannot be made with the Head of the Department of Nutritional Sciences, the student may request a meeting with the College of Health and Human Development Associate Dean of Undergraduate Studies and Outreach to voice their concerns;
5. If no resolution is reached after all the options listed above have not provided an acceptable resolution, the student may initiate a final request to the Accreditation Council of Education in Nutrition and Dietetics (ACEND) directly. Students should follow the procedures outlined in the DPD student handbook.