

Grievance Policy

In accordance with Criterion 9 of the ACPE Criteria for Quality, DIA adopts the following policy and procedures for the management of grievances relative to its pharmacy continuing education program:

- When a grievance occurs from a participant in a continuing pharmacy education program, whether in writing or verbally, that grievance shall be logged into the Grievance Management Log which shall be maintained by the Manager, Continuing Education.
- All grievances shall be investigated and responded to in a timely manner, but in no case longer than 30 days from receipt. Responses to grievances shall be in writing.
- Matters subject to this policy include but are not limited to (1) registration fee refunds; (2) program logistical concerns including facility issues and food and beverage issues; (3) quality of the educational experience issues, including faculty, fair-balance, content accuracy, and program material; (4) staff concerns; and (5) matters relating to Americans with Disabilities Act (ADA). Grievances applicable to this policy include individual complaints or comments that fall outside the comments provided on course evaluation materials.
- The Manager, Continuing Education shall have the primary responsibility for grievance resolution. However, should the person filing the grievance not be satisfied with the resolution of the grievance, he or she shall have the right to appeal that decision to the Associate Director, Training and Education, Drug Information Association.

Grievances may be submitted to karen.wetzel@diahome.org