

GRIEVANCE PROCEDURE

The National Foundation for Celiac Awareness (NFCA) is fully committed to conducting all continuing education activities in strict conformance with widely accepted ethical principles. NFCA will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Director of Education, the Director of Program Development and the Director of Operations (Ethics Chairperson).

While NFCA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues which come to the attention of the NFCA staff which require intervention and/or action on the part of the staff or an officer of NFCA. This procedural description serves as a guideline for handling such grievances. Grievances will be handled on a case-by-case basis with respect for the individual circumstances of the complainant

When a participant files a grievance, either orally or in writing, and requests action on the complaint, the following actions will be taken.

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The Director of Operations will either address the concerns directly or pass the comments to the Director of Program Development or the Director of Education, assuring the confidentiality of the aggrieved individual. If the concerns were forwarded to the Director of Program Development or Education, then the respective Director will address the concerns with the cited individual or program.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Director chairing the event will mediate and will be the final authority. If the participant requests action, the Chair will:
 - a. attempt to move the participant to another workshop, or
 - b. provide a credit for a subsequent year's workshop, or
 - c. provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note documenting the grievance for record keeping purposes. NFCA may not require the note to be signed by the grieved individual.

3. If the grievance concerns NFCA's Continuing Education program in a specific regard, the Director of Operations will attempt to resolve the issue equitably.

Please contact Nancy Ginter, NFCA's Director of Operations, to submit a complaint, or if you have any additional questions:

Nancy Ginter
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