



Continuing Education Grievance Procedure

Policy: Children's Institute (CII) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. CII 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 Continuing Education Chair in consultation with the members of the Continuing Education Advisory Committee.

CII is committed to providing state of the art continuing education to mental health professionals. We seek out critical feedback and will carefully review any complaints or grievances in order to ensure the highest possible quality of continuing education services. While CII goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the training staff which require intervention and/or action. When a participant, either orally or in written format, files a grievance or expects action on a complaint, this procedural description serves as a guideline for handling such grievances.

Procedure:

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of the presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop is offered, the convention chair will mediate and will be the final arbitrator. If the participant requests action, the convention 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 complaint documenting the grievance for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the CII CE Program, the CE Chair will attempt to arbitrate.
4. This Grievance Procedure will be made available to training participants upon request.
5. The Continuing Education Advisory Committee will review all complaints and grievances and recommend changes in training content, activities and instructors when appropriate.

Please contact Dr. Irma Ocegueda at Children's Institute, 2121 W. Temple St., Los Angeles, CA 90026 to submit a complaint or if you have additional questions. She can also be reached at (213) 385-5100 or iocegueda@childrensinstitute.org