

GRIEVANCE PROCEDURE

North Carolina State University Counseling Center Continuing Education Program

The North Carolina State University Counseling Center Continuing Education Program is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The North Carolina State University Counseling Center Continuing Education Program 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 CE Director in consultation with the CE Committee Chair and members, the CE Committee, Ethics Chair, and the Convention or Conference Chairperson, if this is applicable.

While the North Carolina State University Counseling Center Continuing Education Program 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 workshop or conference CE staff which require intervention and/or action on the part of the CE staff or an officer of the North Carolina State University Counseling Center Continuing Education Program. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.
2. 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 CE Director or Committee or Conference Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
3. 2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE Director or Committee Chair will mediate and be the final arbitrator. If the participant requests action, the CE Director or Committee or Conference Chair will:
 4. a. attempt to move the participant to another workshop or
 5. b. provide a credit for a subsequent workshop or
 6. c. provide a partial or full refund of the workshop fee.
7. Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.
8. 3. If the grievance concerns the North Carolina State University Counseling Center Continuing Education Program in a specific regard, the CE Director or Committee or Conference Chair will attempt to arbitrate.
9. Please contact The North Carolina State University Counseling Center Continuing Education Program with any questions or to file a complaint. The Director is Dr. Michael E. Bachman, Associate Director, North Carolina State University Counseling Center, Campus Box 7312, 2815 Cates Avenue, Raleigh, N.C. 27695 – 7312; (919) 515-2423. The Director will bring the complaint to the Continuing Education Committee Chair and committee and Conference chair within one month. All possible care will be taken to uphold the confidentiality of the complainant. The Committee will formulate a response to the grievance and recommend

action if necessary, which will be conveyed directly to the complainant. For example, a grievance concerning a speaker will be conveyed to that speaker. A grievance concerning a workshop offering, content, facilities, or costs may be resolved by modifications to future offerings and/or by providing a partial or full refund to the complainant, or an alternative opportunity, should that be possible. The complainant will be requested to document the grievance in a written note and indicate her/his satisfaction with the way in which it was handled.

10. If any grievance is made during the workshop/conference regarding a speaker's presentation or materials, and the Director, CE Committee Chair or committee members, Conference Chair, or staff find that anything has been said or done which is contrary to the APA Ethical Principles, then the presentation will be stopped immediately and appropriate action taken.
11. Confidential records of all grievances, the process of resolving the grievance, and the outcome will be kept in a locked file of the Director.
12. A copy of this Grievance Procedure will be available upon request.