



COUNSELING CENTER CE PROGRAM

Grievance Procedures

The UNCW Counseling Center CE Program is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The UNCW Counseling Center CE 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 Continuing Education (CE) Committee.

While the UNCW Counseling Center CE Program works consistently to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the staff and/or the CE Committee which require intervention and/or action on the part of the CE Program Committee. This procedural description serves as a guideline for handling such grievances.

When a participant files either a formal oral or written grievance and expects 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 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 was offered, the CE Committee chair will mediate and will be the final arbitrator. If the participant requests action, the CE Committee chair will:
 - a. attempt to move the participant to another workshop or
 - b. provide a credit for a subsequent workshop or
 - c. provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note, which documents the grievance for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns The UNCW Counseling Center CE Program, in a specific regard, the CE Chair will attempt to arbitrate.

To submit a complaint or for questions, please contact: B. Lynne Reeder, Ph.D./ CE Program Committee/UNCW Counseling Center/ 601 S. College Road/ Wilmington, NC 20403-5937. Phone: 910-962-3746; FAX 910-962-7124; email: counselingcenterCE@uncw.edu .

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Adapted from: CESAS. (2012) CESA Application for Approval of Sponsors of Continuing Education for Psychologists. American Psychological Association. Washington, DC.