

Grievance Procedure

The UNCW Counseling Center Continuing Education Program is fully committed to conducting all activities in strict conformity with the American Psychological Association's Ethical Principles of Psychologists and Code of Conduct. The program will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, in educational activities, in program content, and in the treatment of program participants/presenters. The monitoring and assessment of compliance with these standards will be the responsibility of the Continuing Education Program Planning Committee.

While the UNCW 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 that require intervention and/or action on the part of the program staff or a designate officer. This procedural description serves as a guideline for handling such grievances.

When a grievance arises pertaining to continuing education programs or processes, the complainant is expected to notify the Program Coordinator of the event, either in person, by phone or in writing as soon as possible so that the concern can be addressed in a timely fashion. The complainant may also contact the Counseling Center Director, Dr. Mark Perez-Lopez, 910- 962-3746 or email him at PerezLopezM@uncw.edu.

If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the program committee will request that the individual filing the grievance put his/her comments in written format. The CE Program Coordinator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

The Program Coordinator will formulate a response to the complaint and, if necessary, recommend action, and communicate this to the complainant within one month after receiving the complaint. The coordinator will follow the plan as indicated and respect the complainant's confidentiality. If the suggested plan cannot resolve the grievance, the Program Coordinator will advise the complainant in writing

If the grievance concerns a workshop offering, the content, the level of presentation or the facilities in which the workshop is offered, the Program Coordinator will mediate and will be the final arbitrator. These Actions will require a written note, documenting the grievance for record keeping purposes. The grieved individual need not sign the note.

The Program Coordinator will keep copies of the confidential records of all grievances, along with the processes implemented to resolve grievances, in locked files for the Continuing Education Committee. A copy of this Grievance Procedure will be available upon request.

Contact names:

Dr. Mark Perez-Lopez, CE Program Coordinator, PerezLopezM@uncw.edu

Ms. Erika McCullough-Simpson, Program Coordination Assistant, SimpsonE@uncw.edu

Dr. Phillip Sharp, Media and Technical Advisor, Sharp@uncw.edu

Contact telephone number: 910-962-3746

Contact Address: UNCW Counseling Center Continuing Education Committee, 601 S. College Rd, DePaolo Hall Room 2079, Wilmington, NC 28403

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