



# THE WRIGHT INSTITUTE CONTINUING EDUCATION PROGRAM

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## GRIEVANCE PROCEDURE

The Wright Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists, state and federal regulations and laws. The Wright Institute 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 Developer in consultation with the CE Administrator, and if necessary, the Wright Institute Grievance Committee.

While the Wright Institute goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be issues that occasionally come to the attention of the workshop representatives and that require intervention and/or action on the part of the workshop representatives or an officer of the Wright Institute. This procedural description serves as a guideline for handling such grievances. When a participant orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

1. These Wright Institute CE Program Grievance Procedures will be provided to the participant.
2. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation.
  - a. The individual filing the grievance will be asked to submit his/her comments in written format to the CE Administrator.
  - b. The CE Program Developer will review the comments and assuring the confidentiality of the aggrieved individual, will provide the comments to the speaker.
  - c. The CE Program Developer will invite the speaker to respond to the grievance.
  - d. The CE Program Developer will work to mediate a satisfactory resolution with the aggrieved and document the disposition of the grievance process.

3. If the grievance concerns a workshop offering, its content, level of presentation, the facilities in which the workshop was offered or the manner in which a participant believes they were treated (e.g.; respectfully, unfairly, negligently).
  - a. The participant will be asked to document their grievance in writing and submit his/her comments to the CE Administrator.
  - b. The CE Program Developer will review the comments and assuring the confidentiality of the aggrieved individual, will provide the comments to the appropriate staff.
  - c. The CE Program Developer will provide a response on behalf of the CE Program to the aggrieved party.
  - d. The CE Program Developer will work to mediate a satisfactory resolution with the aggrieved and document the disposition of the grievance process.
4. If the participant requests action, the CE Program Developer will:
  - a. Provide a credit for a subsequent workshop or
  - b. Provide a partial or full refund of the workshop fee.Action 3b will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.
5. Having taken action to resolve the complaint, if no resolution is satisfactory to the aggrieved individual, the complaint and all the documentation accompanying the effort to resolve the complaint will be forwarded to the Vice President of the Wright Institute who will act as the final arbitrator in the disposition of the complaint.

A Wright Institute CE Workshop Representative will be present at each workshop. Representatives are trained to call the CE Administrator or CE Program Developer if urgent or ethical violations arise. Representatives will also give out email and mailing addresses if participants wish to file complaints discreetly. Complaints are reviewed to see if improvements/changes are needed for future workshops.