

APPENDIX I

NORTH CAROLINA PSYCHOLOGICAL ASSOCIATION

POLICY AND PROCEDURE MANUAL

NO. A-15

DATE APPROVED BY BOARD OF DIRECTORS: January 23, 2015

TOPIC: GRIEVANCE PROCEDURES FOR CONTINUING EDUCATION

OBJECTIVE/BACKGROUND:

To establish a procedure for handling any grievances related to continuing education programs sponsored or co-sponsored by NCPA.

PROCEDURES:

- I. The North Carolina Psychological Association is fully committed to conducting all activities in conformance with the American Psychological Association's Ethical Principles of Psychologists. The North Carolina Psychological Association 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) Chair(s) in consultation with the members of the Continuing Education Committee.
- II. When a participant, either orally or in writing, expresses a grievance and requests action, the following actions may be taken:
 - A. 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(s) will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.
 - B. If the grievance concerns a workshop offering, its content, level of presentation or the facilities in which the workshop was offered, the CE Chair will mediate and will be the final arbitrator. If the participant requests action, the CE Chair will:
 1. attempt to move the participant to another workshop,
 2. provide a credit for a subsequent workshop, or

3. provide a partial or full refund of the workshop fee.
- C. Actions B.2. and B.3. will require a written note documenting the grievance, for record keeping purposes. The note need not be signed by the aggrieved individual.
 - D. If the grievance concerns the North Carolina Psychological Association CE program, in a specific regard, the CE Chair(s) will attempt to arbitrate.
- III. Confidential records of all grievances will be kept in a locked file in the office of the North Carolina Psychological Association. A copy of this Grievance Procedure will be available upon request.