

Grievance Procedure for Participant Complaints Regarding Continuing Education

The Center for Innovation and Resources, Inc. (CIR) is fully committed to conducting all activities in compliance with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants.

While CIR goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of CIR staff that require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a participant files a grievance, either orally or in written format, and expects action on the complaint, the following actions will be taken:

- 1.** If the complaint is filed orally, the complainant will be asked to put his/her comments in written format.

- 2.** In the case of a stand-alone workshop or seminar –
 - a. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the complainant will be asked to put his/her comments in written format. CIR staff will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual. Grievances will be taken into consideration by CIR staff in the planning of future training events.

 - b. If the grievance concerns the workshop or seminar topic, level of presentation, or the CEU program in general, CIR staff will mediate. If the complainant requests action, they will have the option of:
 - i. Choosing a refund of the CEU fee and receiving no continuing education credit, or;
 - ii. Accepting the continuing education credit for the workshop/seminar with no refund of fees.

 - c. In addition:
 - i. CIR staff will attempt to resolve and/or respond to grievances as soon as possible or within five (5) working days, whichever occurs first.
 - ii. Written complaints regarding CIR's administration of continuing education units will be sent to the California Association of Marriage and Family Therapists' Continuing Education Provider Approval Program Coordinator within ten (10) working days of their receipt.

To submit a complaint please contact CIR's Continuing Education Unit Program Administrator at caltica@cirinc.org. If you have additional questions contact Natalie Perkins at natalie.perkins@cirinc.org.