



Policy Title:	CEU Grievance Policy
Status:	FINAL
Effective Date:	3.23.2022
Version Number:	1.1
Policy Owner:	Outreach
Applies To:	All Staff

Purpose

The purpose of this policy is to define how Accanto Health, with brands The Emily Program and Veritas Collaborative {collectively “Accanto”}, will respond to grievances related to continuing education activities or processes.

Scope

This policy applies to any continuing education activities led by Accanto Health.

Policy on Promotional Materials

If a grievance arises pertaining to continuing education activities or processes, please contact outreach@accanto.com as soon as possible, so that the nature of the concern may be addressed in a timely fashion.

Grievances may include but are not limited to concerns regarding payment and refund requests, course content, workshop offerings, facilities, non-receipt of certificates, or other miscellaneous occurrences.

To read our entire grievance policy, please visit URL: _____

Published Policy

Accanto Health is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists, and with The National Board for Certified Counselors, Inc. Accanto Health 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 Director of Clinical External Education (Krista Crotty) in consultation with the members of the Clinical External Continuing Education Committee (Kelsey Ford, Chrystie Soriano, Danielle Vincent), and the Accanto Health General Counsel and Chief Compliance Officer (Kate Norris).

While Accanto Health goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the Clinical External Continuing Education Committee which require intervention and/or action on the part the Clinical External Continuing Education Committee or an officer of Accanto Health. This procedural description serves as a guideline for handling such grievances.

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

The following steps will be followed in addressing stated grievances.

1. The individual expressing the grievance should submit their grievance in writing to outreach@accanto.com.
2. The written grievance statement will be reviewed by the External Continuing Education Committee, the social worker, and other organizational members based on experience, professional area of specialization, or geographic location.
3. The concern will be thoroughly discussed among these individuals.
4. The External Continuing Education Committee, Social Work Consultant and General Counsel/Chief Compliance Officer will be informed of the grievance and the steps to be taken by the task force.
5. Due process will be observed with the scheduling of an opportunity for the complaints to be heard and discussed with the issuer of the grievance. The issuer of the grievance will have an opportunity to discuss their concerns and may provide evidence substantiating their stated concern.
6. A decision will be reached democratically by the External Continuing Education Committee, Social Work Consultant and General Counsel/Chief Compliance Officer, if applicable, and other organizational members hearing the grievance.
7. The issuer of the grievance will receive a written response from Accanto Health
8. Information from the grievance complaint and resolution will be used to improve future continuing education programming and protocol.
9. The decision made will be considered final.

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 Director of Clinical External Education (Krista Crotty) will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

If the grievance concerns a *workshop* offering, its content, level of presentation, or the facilities in which the workshop was offered, the Clinical External Continuing Education Committee will mediate and will be the final arbitrator. If the participant requests action Director of Clinical External Education will:

- a) attempt to move the participant to another workshop or
- b) provide a credit for a subsequent year's workshop or
- c) provide a partial or full refund of the workshop fee.

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