

# Chesapeake Health Education Program

## GRIEVANCE PROCEDURE

The Chesapeake Health Education Program Inc. (CHEP) is fully committed to conducting all activities in strict conformance with the American Psychology Association's Ethical Principles of Psychologists and other various continuing education requirements for programs. CHEP 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 Chief Executive Officer in consultation with the members of the continuing education committee and, if warranted, the officers of the Board of Directors.

While CHEP goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there are occasional issues that come to the attention of the program staff which require intervention and/or action on the part of the staff assigned to support a specific program, or an officer of Chesapeake Health Education Program, Inc. This procedural description serves as a guideline for handling such grievances.

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

1. 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 CEO and the Local Program coordinator will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.
2. If the grievance concerns a workshop offering, the content, level of presentation or the facilities in which the workshop was offered, the on-site program staff will mediate and serve as the final arbitrator. If the participant requests action, the on-site program staff will:
  - A. attempt to move the participant to another workshop; or
  - B. provide a non-monetary credit/voucher for a subsequent workshop; or
  - C. provide a partial or full refund of the workshop fee, based on the organizations existing policies

Actions 2B and 2C will require a written statement of facts, documenting the grievance, for record keeping purposes. The note need not be signed by the aggrieved individual.

3. If the grievance concerns the Chesapeake Health Education Program, Inc. overall CE program, in a specific regard, the CEO and the Officers of the CHEP Board of Directors will attempt to arbitrate. If unresolved to the aggrieved individual's satisfaction, upon request the address of the accrediting body will be provided so that a complaint can be filed with that organization.
4. The Chief Executive Officer and the Local Program coordinator will be made aware of any complaint regardless of the nature, whether verbal or written, and ensure that appropriate follow up is completed and documented on the program file.

Please contact one of the following individuals if you have additional questions or wish to submit a complaint.

Name: Catherine Bennett, CEO  
Address: P.O. Box 229  
Perryville, MD 21903  
E-mail: cbennett@chepinc.org  
Phone number: 410-642-1195

OR

Name: Alyssa Sexton, Local Program Coordinator  
Address: P.O. Box 229  
Perryville, MD 21903  
E-mail: asexton@chepinc.org  
Phone number: 410-642-1195