

# **The Association of Counseling Center Training Agencies Continuing Education Program**

## **Grievance Procedure**

ACCTA is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. ACCTA 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 Administrator in consultation with ACCTA officers and members of the ACCTA Board of Directors.

While ACCTA 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 the CE Co-Chairs, and which require intervention and/or action on the part of the Co-Chairs or CE Administrator. 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:

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 their comments in written format. The CE Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the participant may move to another program, and if provided with details about the complaint, the CE Administrator will provide feedback to the presenter(s) involved.
3. If the grievance concerns the ACCTA CE program, in a specific regard, the CE Administrator and CE Program Co-Chair will attempt to arbitrate. If the results of the arbitration are not satisfactory to the grievant, the President will have the final discretion over the results of the grievance.

Please contact the ACCTA CE Co-Chairs to submit a complaint: Jay Manalo at [jay.manalo@wcu.edu](mailto:jay.manalo@wcu.edu) and Jennifer Hung at [jennifer.hung@ucr.edu](mailto:jennifer.hung@ucr.edu).

*The Association of Counseling Center Training Agencies (ACCTA) is approved by the American Psychological Association to sponsor continuing education for psychologists. ACCTA maintains responsibility for this program and its content.*