

UTHSC GRIEVANCE PROCEDURE

The University of Tennessee Health Science Center (UTHSC) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. UTHSC 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 APA CE Administrator in consultation with the members of the continuing education committee, The UTHSC Training Office.

While UTHSC 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 UTHSC Training Office which require intervention and/or action on the part of the Training Office of UTHSC. This procedural description serves as a guideline for handling such grievances.

Any complaint should be made in writing to: *Phil Norfolk, PhD, BCBA, Assistant Professor, APA CE Administrator, UTHSC Boling Center for Developmental Disabilities, 711 Jefferson, Memphis, TN 38105*, or by email at: pnorfolk@uthsc.edu

- The person receiving the complaint will submit it to the APA CE Administrator within seven working days from the time of receiving the complaint.
- A written response will be made within fourteen working days from the time the complaint is received.
- If the response is not acceptable, the participant should respond in writing and the complaint will be forwarded to the UTHSC Training Committee to be considered. A written response will be sent to the participant within fourteen working days from the time of receiving the complaint.
- If the response is not acceptable to the participant, the participant should respond in writing and the complaint will be taken to the Executive Director of the UTHSC Boling Center for Developmental Disabilities for further action.

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 APA 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 APA CE Administrator will mediate and will be the final arbitrator. If the participant requests action, the APA CE Administrator will:
 - a. attempt to move the participant to another workshop or
 - b. provide a credit for a subsequent 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. If the grievance concerns the UTHSC CE program, in a specific regard, the APA CE Administrator will attempt to arbitrate.