

## **New Mexico Psychological Association Continuing Education Grievance Policy**

The New Mexico Psychological Association is committed to conducting its activities in conformance with the American Psychological Association's Ethical Principles of Psychologists. NMPA strives to 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 Executive Director and Continuing Education Chair, in consultation with the Executive Committee.

While NMPA goes to great lengths to assure fair treatment of participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the NMPA staff which require intervention and/or action on the part of the staff or an officer of NMPA. 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 his/her comments in written format. The Program Chair 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 Program Chair will mediate and will be the final arbitrator. If the participant requests action, the Program Chair 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.

3. If the grievance concerns the NMPA CE program, in a specific regard, the Continuing Education Chair will attempt to arbitrate.