

The University of West Florida Center for Applied Psychology

GRIEVANCE PROCEDURE FOR CONTINUING EDUCATION

The Center for Applied Psychology at The University of West Florida is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Center for Applied Psychology at The University of West Florida 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 CAP Co-Director in consultation with the members of the CAP executive committee, and an ethics expert (e.g., the Department of Psychology Associate Chair).

While The University of West Florida Center for Applied Psychology 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 convention staff which require intervention and/or action on the part of the convention staff or an officer of The University of West Florida Center for Applied Psychology. 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 as part of a large-scale conference or symposium, the individual filing the grievance will be asked to put his/her comments in written format. The conference/symposium chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop or seminar, its content, level of presentation, or the facilities in which the workshop/seminar was offered as part of a large-scale conference or symposium, the conference/symposium chair will mediate and will be the final arbitrator. If the participant requests action, the conference/symposium chair 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.

3. If the grievance concerns a stand-alone workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE program administrator will mediate and will be the final arbitrator. If the participant requests action, the CE program administrator will:
 - a. provide a credit for a subsequent year's workshop or
 - b. provide a partial or full refund of the workshop fee.

Actions 3a and 3b will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

4. If the grievance concerns The University of West Florida Center for Applied Psychology CE program, in a specific regard, Co-director of CAP will attempt to arbitrate.

Please contact Dr. Laura Koppes (ph. (850)474-3493 or lkoppes@uwf.edu) to submit a complaint, or if you have additional questions.