

SDPA CONTINUING EDUCATION POLICY

GRIEVANCE

SDPA is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. SDPA 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 chair(s) of the Continuing Education (CE) Committee, the chair(s) of the Ethics Committee and the chair(s) of the Workshop/Conference, if applicable.

While SDPA 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 Course or workshop/conference staff which require intervention and/or action on the part of the CE Course or workshop/conference staff or an executive officer of SDPA. 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 chair(s) of the CE Committee or the chair(s) of the workshop/conference will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a CE Course or a workshop/conference course offering, it's content, level of presentation, or the facilities in which the CE Course or the workshop/conference was offered, the chair(s) of the CE Committee or the chair(s) of the workshop/conference, respectively, will mediate and will be the final arbitrator. If the participant requests action, the chair(s) of the CE Committee or the chair(s) of the workshop/conference will:
 - a. Attempt to move the participant to another course or
 - b. Provide a credit for a subsequent year's course or
 - c. Provide a partial or full refund of the course 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 SDPA CE program, in a specific regard, the chair(s) of the CE Committee will attempt to arbitrate.

Please contact the SDPA Office Manager to submit a complaint, or if you have additional questions.

CONTACT US:

SDPA Office Manager

4699 Murphy Canyon Rd., Suite 105

San Diego, CA 92123

Office (858) 277-1463

Fax (858) 277-1402

E-Mail sdpa@sdpsych.org