CONTINUING EDUCATION GRIEVANCE PROCEDURE FOR PSYCHOLOGISTS

The Employee Assistance Professionals Association (EAPA) is fully committed to conducting all continuing education (CE) activities in strict conformance with the APA’s APPROVAL OF SPONSORS OF CONTINUING EDUCATION FOR PSYCHOLOGISTS: Policies and Procedures Manual, EAPA’s Code of Ethics and the American Psychological Association’s (APA) Ethical Principles of Psychologists. EAPA 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 EAPA Director of Education and Credentialing.

While EAPA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

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 EAPA staff 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, EAPA staff will mediate. If the participant requests action, EAPA staff will:
   a. attempt to move the participant to another workshop or
   b. provide a credit for a subsequent year’s workshop or
3. If the grievance concerns EAPA’s CE program, in a specific regard, EAPA staff will attempt to arbitrate.

Decisions made may be appealed to the EAPA Sr. Director of Finance who will be the final arbitrator.

For questions or to record a grievance please contact the EAPA staff office at 703.387.1000 or e-mail edadmin@eapassn.org.