



### **Continuing Education Grievance Procedure:**

The Melissa Institute for Violence Prevention & Treatment is fully committed to conducting all activities in strict conformance with the ethical principles of the American Psychological Association, the Florida Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling, the Florida Board of School Psychology and the National Association of School Psychologists (Approval Pending). The Melissa Institute for Violence Prevention & Treatment complies 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 are the responsibility of the Executive Director and Scientific Board.

While The Melissa Institute for Violence Prevention & Treatment goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues that come to the attention of program staff, which require intervention and/or action on the part of the Institute. This procedural description serves as a guideline for handling such grievances.

When a participant, either orally, or in written format, files a grievance and action is determined to be needed on the complaint, one or more of 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 CE Administrator or appropriate 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, the Project Director in conjunction with the Executive Director will mediate and be the final arbitrator. If appropriate, staff will do one or more of the following:
  - a. If available, attempt to move the participant to another workshop, or
  - b. If a fee has been paid for the training, provide a full refund of the training fee. If a refund is granted, it will be internally documented that the refund was due to a grievance.
3. Any systemic change needed to address a grievance will be taken up by the Executive Director.

**Please contact The Melissa Institute for Violence Prevention & Treatment Office Manager: Cristina Fonseca; [cristina@melissainstitute.org](mailto:cristina@melissainstitute.org), to submit a complaint, or if you have additional questions.**