

# Continuing Education Grievance Procedure

The Academy for Professional Excellence (Academy) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Academy 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 is the responsibility of the Continuing Education Administrator in conjunction with Continuing Education Committee, and Academy Leadership Team.

While the Academy 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 Academy. 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 Program Manager in conjunction with the Continuing Education Administrator will mediate and will be the final arbitrator. If appropriate, staff will do one or more of the following:
  - a. 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 Continuing Education Administrator in conjunction with the appropriate Academy administrative committee.

Please contact the Academy's Continuing Education Administrator:

Janice Yuwiler, MPH, 6505 Alvarado Rd, Suite 107, San Diego, CA 92120,  
or [jyuwiler@mail.sdsu.edu](mailto:jyuwiler@mail.sdsu.edu), or 619-594-3795 to submit a complaint, or if you have additional questions.



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