



Workshop Grievance Procedure

Foundations Community Partnership (FCP) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. FCP 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 Associate Director in consultation with the members of the Program Development & Education Committee and the FCP Executive Director.

While FCP 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 workshop staff which require intervention and/or action on the part of the FCP staff. 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 his/her comments in written format. The Associate Director 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 Associate Director will mediate and will be the final arbitrator. If the participant requests action, the Associate Director will:
 - a. provide a credit for a subsequent year's workshop or
 - b. provide a partial or full refund of the workshop fee.

Actions 2a and 2b 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 an FCP CE program, in a specific regard, the Associate Director will attempt to arbitrate.