

APA Division 18 Psychologists in Public Service is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. APA Division 18 Psychologists in Public Service 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 Education Chair and CE Program Administrator in consultation with the members of the continuing education committee, and the Workshop/Webinar Organizer.

While APA Division 18 Psychologists in Public Service 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/webinar staff which require intervention and/or action on the part of the workshop/webinar staff or an officer of APA Division 18 Psychologists in Public Service. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

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/their comments in written format. The CE Program Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop/webinar offering, its content, level of presentation, or the facilities in which the workshop was offered, the Workshop/Webinar Organizer will mediate and the CE Program Administrator will be the final arbitrator. If the participant requests action, the Workshop/Webinar Organizer will:

a) offer participation in a different workshop/webinar.

b) provide a partial or full refund of the workshop/webinar fee.

Action 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 APA Division 18 Psychologists in Public Service CE program, in a specific regard, the CE Program Administrator will attempt to arbitrate.

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