



Community Mental Health Services Continuing Education Grievance Procedure

WCU Community Mental Health Services is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. WCU Community Mental Health Services 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 CE Chair in consultation with the members of the continuing education committee.

While WCU Community Mental Health Services 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 staff which require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a participant, both 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 CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns an educational offering, its content, level of presentation, or the facilities in which the programming was offered, the CE Chair will mediate and will be the final arbitrator. If the participant requests action, the CE Chair will provide:
 - a) credit for a subsequent presentation or
 - b) partial or full refund of the program fee.*
3. If the grievance concerns the WCU Community Mental Health Services CE program, in a specific regard, the CE Chair will attempt to arbitrate in consultation with the members of the continuing education committee.

Grievances may be provided in person, via phone, mail, email or fax to:

Chair, WCU Community Mental Health Services Continuing Education Committee
West Chester University
125 W Rosedale Avenue, 8th Floor
West Chester, PA 19383
Phone: 610-436-2510
Fax: 610-436-2929
cmhs@wcupa.edu

*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.