



## **May Institute Continuing Education Program**

### **GRIEVANCE PROCEDURE**

May Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. May Institute 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 Director of Continuing Education in consultation with the members of the May Institute Continuing Education Committee and Clinical Leadership Committee.

While May Institute goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a participant, either orally or in written format, files a grievance or 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 Director of Continuing Education 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 Director of Continuing Education will mediate and will be the final arbitrator. If the participant requests action, the Director of Continuing Education will:
  - a. Attempt to move the participant to another workshop or
  - b. Provide a credit for a subsequent year's workshop or
  - c. Provide a partial refund of the workshop fee.

Actions 2b and 2c 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 the May Institute Continuing Education program, in a specific regard, the Director of Continuing Education will attempt to arbitrate.

If you have a complaint or questions, please contact Sarah Weddle at May Institute, 41 Pacella Park Drive, Randolph, MA 02368 or via email at [sweddle@mayinstitute.org](mailto:sweddle@mayinstitute.org).