

UCLA COUNSELING CENTER (CAPS) APA-APPROVED SPONSOR OF CONTINUING EDUCATION PROGRAMS

GRIEVANCE PROCEDURE

UCLA CAPS is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. UCLA CAPS 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 Program Administrator in consultation with the members of the CE Planning Committee.

While UCLA CAPS goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues which come to the attention of the Planning Committee which require intervention and/or action on the part of the Planning Committee or another staff member of UCLA CAPS. 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 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 offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE Program Administrator will mediate and will be the final arbitrator. If the participant requests action, the CE Program Administrator 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 full refund of the workshop fee.

Actions 1, 2b, and 2c will require a written note, documenting the grievance, for record keeping purposes. Written notes can be e-mailed to ceprograms@caps.ucla.edu or sent by mail to the address listed below, addressed to the Program Administrator. The note need not be signed by the grieved individual.

3. If the grievance concerns UCLA CAPS' CE program, in a specific regard, the Training Director, Tanya Brown, Ph.D., will attempt to arbitrate. Written note can be e-mailed to tbrown@caps.ucla.edu or sent by mail to the address listed below, in c/o Tanya Brown, Ph.D.

Please contact the Program Administrator if you have additional questions.

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