

Appendix 3

GRIEVANCE PROCEDURE

The Association of University & College Counseling Center Directors is fully committed to conducting all CE activities with strict adherence to the American Psychological Association's Ethical Principles for Psychologists. AUCCCD 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 Host Committee Program Chair in consultation with AUCCCD's Governing Board and the Conference Host Committee.

While AUCCCD goes to great lengths to assure fair treatment for all Conference participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the Conference staff which require intervention and/or action on the part of the Conference staff or an AUCCCD officer. The following description serves as a guideline for handling either oral or written grievances by CE participants.

1. If the grievance concerns a speaker, the content presented by the speaker, or the speaker's presentation style, the grieving individual will be asked to put his/her concerns in writing. The Host Committee Program Chair will then pass on the comments to the speaker, assuring 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 Conference Host Committee Chair(s) will mediate and will be the final arbitrator. If the participant requests action, the Host Committee Chair(s) 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 or full 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 an AUCCCD CE program, in a specific regard, the AUCCCD Board Chair will attempt to arbitrate.

Please contact (include name and email contact here), Host Committee Program Chair to submit a complaint, or if you have additional questions.