

# White Pine Institute

www.whitepineinstitute.com

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## Grievance Procedure

White Pine Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. White Pine 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 White Pine Institute.

While the White Pine Institute goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which may require that actions be taken. 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 Director 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 will mediate and will be the final arbitrator. If the participant requests action and his/her complaint is found to be substantial, the Director will consider various options for addressing this concern. These options will include but not be limited to:
  - a. provide a full or partial refund of registration fee(s)
  - b. offer free registration to a future event
  - c. document the grievance and include this in the presenter's file

These actions 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 a White Pine Institute CE program, in a specific regard, the Director will attempt to arbitrate with any co-sponsoring organization or relevant licensing board.