**Grievance Policy and Procedure for CE events**

**Policy:** PRI staff will follow specific processes to address and attempt to resolve complaints or disputes between training event attendees, regulatory boards, and/or event sponsoring agencies and Prevention Research Institute (the provider) in reference to a CE event and/or related matters (e.g., refund requests, course content/materials, instructor qualifications, event facilities, completion certificates, etc.).

**Purpose:** CE providers are expected to respond to all complaints received by event participants, regulatory boards, or sponsoring agencies in a timely and ethical manner which includes assuring due process for all complainants.

**Responsibilities:** Any PRI staff member involved in a training event and/or the logistics of such.

**Process/Procedures:**
1. Complaint/grievance must be submitted in writing by concerned party
2. Written complaint/grievance is reviewed by PRI staff including (but not limited to) the following as appropriate, depending on the nature of the matter:
   a. Director of Training
   b. Assistant Director of Training
   c. Vice President of Program Implementation
   d. Vice President of Finance and Operations
   e. Chief Financial Officer
   f. Social Work Consultant
3. The complaint/grievance is discussed by relevant individuals
4. The complainant is contacted and provided an opportunity for a hearing wherein he/she can provide any further evidence as proof/support of the reason for the complaint/grievance in an informal manner via conference call, WebEx, or some other agreed-upon means.
5. The issue and any provided evidence are discussed by the relevant individuals from PRI who will decide how to proceed, with the majority of those individuals agreeing upon the determined course of action/resolution
6. PRI responds to the complainant in writing and describes the determination/resolution
7. When appropriate, PRI staff put the determination into action (e.g., issue refund, completion certificate, etc.)
8. All records/documents related to the complaint/grievance will be filed and, if need be, reported to any appropriate CE providership boards as/when required

**Related Documents:** *Grievance Document for CE Events*