

The organization has established written policies concerning the criteria for (a) refund of fees in the event a program is canceled or rescheduled by the Provider, (b) refund of fees when a participant cancels, and (c) the resolution of complaints from individuals not satisfied with the organization's continuing education services/programs. These policies should be stated clearly to participants (e.g., in promotional materials, in course handouts).

Example 1:

PTS Inc. is fully committed to conducting all activities in will compliance 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 members of the CE Unit committee.

While PTS Inc. goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, we realize there may be occasional issues which come to the attention of the ASHA CE Unit which require intervention and/or action on the part of PTS Inc. This procedural description serves as a guideline for handling such grievances.

1. When a participant, in written format, files a grievance and expects action on the complaint, the following actions will be taken.

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. Human Resources of the CE Unit 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, Human Resources of the CE Unit will mediate and will be the final arbitrator. If the participant requests action, Human Resources of the CE Unit 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 PTS Inc.'s ASHA CE program, in a specific regard, Human Resources of the CE Unit will attempt to arbitrate.