

NATIONAL REGISTER OF HEALTH SERVICE PSYCHOLOGISTS

CONTINUING EDUCATION GRIEVANCE PROCEDURES

The National Register of Health Service Psychologists (National Register) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The National Register 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 Education Chair in consultation with the members of the continuing education committee and continuing education program administrator.

While the National Register goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of staff and require intervention and/or action on the part of the staff or an officer of the National Register. This procedural description serves as a guideline for handling such grievances.

- Participants are asked to submit their grievance in written format, either by mail or email, to the National Register's continuing education program administrator.
- Upon receipt of the grievance, the National Register will do the following:
 - If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation: The Education Chair will transmit the comments to the speaker, assuring the confidentiality of the grieved individual.
 - If the grievance concerns a course offering, its content, level of presentation, or course medium: The Education Chair will mediate and will be the final arbitrator.
 - If the grievance concerns National Register's continuing education program in a specific regard: The Education Chair will mediate and will be the final arbitrator.
- At the guidance of the Education Chair, the National Register may take the following actions to address participant grievances. This list is neither exclusive nor binding.
 - Attempt to move the participant to another workshop
 - Provide a credit for an alternate course
 - Provide a partial or full refund of the workshop fee
- The National Register maintains accurate and confidential information regarding its continuing education program, including: participant names and information, exam statistics, answer keys, and continuing education grievances. This confidential information is maintained in a secure area and not released for public use.

Please address all grievances to the continuing education program administrator:

Contact name: Terry Bardagjy

Email: CESupport@nationalregister.org

Telephone: 202-783-7663

Address: 1200 New York Ave. NW Ste. 800, Washington, DC, 20005