

NEVADA PSYCHOLOGICAL ASSOCIATION

Grievance Policy for Continuing Education

The Nevada Psychological Association is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Nevada Psychological Association 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 Continuing Education (CE) Committee Chair in consultation with the members of the Continuing Education Committee, the Executive Director and the Executive Board.

While the Nevada Psychological Association makes every effort to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the volunteers and staff which require intervention and/or action on the part of the committee chairs, executive director or an officer.

When a participant, either orally or in writing, expresses a grievance and requests action, the Program/CE Chair will review the grievance and make a determination that may include one of the following options:

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 Program/CE Chair(s) will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Program/CE Chair will mediate and will be the final arbitrator. If the participant requests action, the Program/CE Chair will:
 - a. attempt to move the participant to another workshop or
 - b. provide a credit for a subsequent 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 aggrieved individual.

3. If the grievance concerns the Nevada Psychological Association CE program, in a specific regard, the Program/CE Chair(s) will attempt to arbitrate.

If participants have a grievance, or additional questions, they should contact:

Wendi O'Connor
Executive Director
Nevada Psychological Association

Confidential records of all grievances will be kept in a locked file in the office of the Nevada Psychological Association. A copy of this Grievance Procedure will be available upon request.

NPA CE Credit Policy

The Nevada Psychological Association will grant a full refund for any cancellation request submitted more than 10 days prior to workshop date (minus a \$30 administrative fee).

No refunds will be granted less than 10 days prior to the workshop date. Registration fees will be applied to a future CE workshop, valid for one year from date of issuance (minus a \$30 administrative fee).