



**San Mateo County Behavioral Health & Recovery Services  
Office of Diversity and Equity**



## **Continuing Education Workshop and Conference Grievance Policy**

San Mateo County Behavioral Health and Recovery Services (BHRS) is fully committed to conducting all CEU activities in strict conformance with our CEU accreditation body, the California Association of Marriage and Family Therapists (CAMFT) and the American Psychological Association's Ethical Principles of Psychologists. BHRS 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 Workforce, Education, and Training Coordinator in consultation with the Director of the Office of Diversity and Equity.

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

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

1. The participants will be asked to put their concerns in writing. Continuing Education Grievance Forms will be available at all Continuing Education events and can also be provided upon request.
2. 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 Conference Director will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
3. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Conference Director will mediate and will be the final arbitrator. If the participant requests action, the Conference Director 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 3b and 3c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

4. If the grievance concerns BHRS's CEU process, in a specific regard, the Conference Director will attempt to arbitrate.

All grievances reported to BHRS will be responded to within 6 working days.