

# **Grievance Procedure-New Mexico Behavioral Health Training Associates**

New Mexico Behavioral Health Training Associates (NMBHTA) is fully committed to conducting all continuing education activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. NMBHTA 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 Dr. Evelyn Sandeen, the Program Administrator for NMBHTA, in consultation with the members of the NMBHTA Advisory Board. While NMBHTA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, if any learner who has sought continuing education or training from NMBHTA has a complaint or grievance, the following is the procedure NMBHTA will use to handle such events. Dr. Elizabeth Sullivan is the Advisory Board member who will be the contact person for complaints or grievances.

1. When a learner, either orally or in written format, informs NMBHTA of a complaint, the following actions will be taken.
2. The Advisory Board, which includes Dr. Sullivan, will be informed of the complaint.
3. Dr. Sullivan will contact the learner, if possible, to more fully understand the nature of the complaint. 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 their full comments in written format.
4. Dr. Sullivan will negotiate an outcome with the learner in an attempt to address the concerns raised. The options for such an outcome include:
  - a) providing a credit for another CE presentation of equal value
  - b) providing a partial or full refund of the fee paid by the learner
5. In all cases, the presenter involved with the complaint will be informed of the complaint and the Advisory Board will discuss whether education about the complaint is sufficient for the presenter to be retained or whether the presenter should continue to work with NMBHTA.

Actions 4a and 4b will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

Contact name(s)\*: Dr. Evelyn Sandeen; Dr. Elizabeth Sullivan

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Address: NMBHTA, 2811 Indian School Rd, NE Albuquerque, NM 87106

\*If either Dr. Sandeen or Dr. Sullivan is the presenter directly involved in the complaint, please contact the other person to report complaints concerning that individual.