



Institute for Public Health Psychology

Formal Grievance

The Institute for Public Health Psychology is committed to addressing any and all concerns and grievances anyone who has participated in our programming may experience. We have established a grievance procedure that protects all parties involved and ensures due process and quick resolution of concerns. The grievance policy and procedure is outlined on page two of this document.

Name: _____

Date: _____

Names of parties/events involved in this grievance:

Dates of the event(s) related to this grievance:

Description of this grievance:

Desired resolution of this grievance:



The Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's *Ethical Principles of Psychologists and Code of Conduct*. The Institute 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 Chair of Ethics and Grievances, Dr. Nicholas Wood, will be responsible for the ongoing monitoring and assessment of these standards. Dr. Wood will work in consultation with the members of the Advisory Council for The Institute. If at any time Dr. Wood identifies that these standards are not being met he will immediately alert The Director of The Institute, Dr. Dana Lehman, and they will work in conjunction to resolve the issue swiftly and completely.

While The Institute goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of The Institute staff and that require intervention and/or action on the part of the staff. As such, The Institute has developed the following procedural description to serve as a guideline for handling such any grievances.

The aim of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made to avoid proceeding to the next stage and to settle the issue amicably.

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

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. Once the complaint is received by The Ethics and Grievance Chair it will be passed on to the speaker within 72 hours. The comments will be passed on without identifying information and the confidentiality of the grieved individual will be protected during this process.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Ethics and Grievance Chair will respond within 1 week. He will then mediate the grievance to be the final arbitrator. If the participant requests action, Dr. Wood 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.

2. If the grievance concerns a CE program at the Institute in a specific regard, the Chair of the Ethics and Grievance will attempt to arbitrate. His contact information is listed below.

Contact name: Nicholas Wood, PsyD

Email: nickwood@aidscaregroup.org

Telephone number: (267)-309-1430

Address: 921 Chester Pike, Sharon Hill, PA 19079