



Clover Educational Consulting Group Continuing Education Grievance Procedures

Clover Educational Consulting Group (Clover) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists and Code of Conduct. Clover complies 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 is the responsibility of the Director of Training Initiatives in consultation with the members of the CE Initiatives Committee.

Clover is committed to mutual respect and the effective resolution of problems and complaints through efficient and fair procedures. While Clover goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require formal intervention and/or action on the part of Clover staff or representatives. These procedures serve as a guideline for handling such grievances.

These procedures may be used when an attendee believes that their rights have been violated by a presenter or Clover representative. An action or decision is grievable if it includes illegal discrimination under any federal, state, or local law; a violation of any state or federal law; unethical conduct according to professional standards; or a misapplication or misinterpretation of Clover policy. An action or decision is not grievable if, for example, it is an attempt to challenge the substance of Clover policy, the withholding of CE credit from an attendee who does not attend the entire program, or the withholding of CE credit from an attendee who does not complete the required post-test (if applicable).

When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions are 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. The Director of Training Initiatives will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Director of Training Initiatives will mediate and will be the final arbiter. If the participant requests action, the Director of Training Initiatives will:
 - a. attempt to move the participant to another seminar or workshop, or
 - b. provide a credit for a subsequent seminar or workshop, or
 - c. provide a partial or full refund of the seminar or 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.

3. If the grievance concerns the Clover CE program in a specific regard, the Director of Training Initiatives will attempt to arbitrate using the above steps.

If the grievance concerns the Director of Training Initiatives, another member of the Clover CE Initiatives Committee will attempt to arbitrate using the above steps.

A grievance must be received no later than 45 calendar days after the aggrieved first becomes aware of the facts which gave rise to the grievance. Please email continuing.education@clovered.org to submit a complaint or if you have additional questions. You can also contact Clover staff directly at (512) 494-4556.