

Five Acres Clinical Training Grievance Procedures

Five Acres is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Five Acres 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 Director of Research and Clinical Training in consultation with the Research and Clinical Training team, the Training team, and/or the Chief Clinical Officer.

While Five Acres 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 Research and Clinical Training team which require intervention and/or action on the part of the Research and Clinical Training team or Chief Clinical Officer. This procedural description serves as a guideline for handling such grievances.

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. The Director of Research and Clinical Training and his/her staff will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual. In the event that the speaker is the Director of Research and Clinical Training, the Director of Training will intervene.
2. If the grievance concerns a training offering, its content, level of presentation, or the facilities in which the workshop was offered, the Director of Research and Clinical Training will mediate and will be the final arbitrator. If the participant requests action, the Director of Research and Clinical Training will:
 - a. give the participant the option to attend another workshop or
 - b. provide a partial or full refund of the workshop fee.

Action 2b 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 Five Acres CE program, in a specific regard, the Director of Research and Clinical Training, Director of Training, and/or the Chief Clinical Officer will attempt to arbitrate.

Please contact the Director of Research and Clinical Training [ktsai@5acres.org, (626) 993-3145] or the Director of Training [AChilds@5acres.org, (626) 773-3707] to submit a complaint, or if you have additional questions.