



FELTON INSTITUTE GRIEVANCE PROCEDURE

The Felton Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Felton 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 the Felton Institute, in consultation with the members of the Continuing Education Advisory Board.

While the Felton Institute 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 Felton staff which require intervention and/or action on the part of the Felton staff or executive leadership within the Family Service Agency of San Francisco. 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 the Felton Institute 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 the Felton Institute will mediate and will be the final arbitrator. If the participant requests action, the Director of the Felton Institute will:
 - a) attempt to move the participant to another workshop or
 - b) provide a credit for another workshop to be offered by through the Felton Institute within a year of the workshop or
 - c) provide a full refund for a one day workshop
 - d) provide a partial refund for multi-day events in the case where one or more days have been previously attended.

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 Felton Institute's CE program, in a specific regard, the CE Program Administrator will attempt to arbitrate.

Please contact Nicole Milan, Felton Institute's Training Program Manager, at nmilan@felton.org or (415) 474-7310 ext. 640 or 1500 Franklin St, San Francisco CA 94109 to submit a complaint, or if you have additional questions.