

Managing Grievances Associated with Activities Offering CE Credits for Psychologists

Vanderbilt University Medical Center (VUMC) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. VUMC 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 CE Program Director in consultation with VUMC's Office for Continuous Professional Development (OCPD) and Division of Psychology.

While VUMC 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 CE Program Director which require intervention and/or action on the part of the CE Program Director, OCPD, or Division of Psychology. This procedural description serves as a guideline for handling such grievances.

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. If the grievance concerns a speaker, the content presented, or the presentation, the individual filing the grievance will be asked to put their comments in written format. The CE Program Director will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual. The CE Program Director will not serve as a speaker.
2. If the grievance concerns an activity, its content, level of presentation, or the facilities in which the activity was offered, the CE Program Director will mediate and will be the final arbitrator. If the participant requests further action, the CE Program Director will provide a) a partial or full refund of the activity fee (if applicable) or b) facilitate the participant's attendance at other activities offering CE credits for psychologists. Actions 2a and 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 VUMC's CE program, in a specific regard, the Senior Director of OCPD will attempt to arbitrate in consultation with the Chair of the Division of Psychology.

Following the above procedures, general grievances may be sent via email to:

CE Program Director: Ashley Layne, ashley.layne@vumc.org

Grievances regarding VUMC's CE program itself may be sent via email to:

Senior Director of OCPD: Monique Drago, monique.n.drago@vumc.org