

# Full Grievance Policy and Procedures

PsychMaven is fully committed to conducting all activities in strict conformance with the Code of Ethics of the American Psychological Association's Ethical Principles of Psychologists. PsychMaven 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 Education Director, in consultation with the members of the advisory board.

While PsychMaven goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require intervention and/or action on our part. This procedural description serves as a guideline for handling such grievances.

1. When a **participant files a grievance** (either orally or in writing to [education.director@psychmaven.com](mailto:education.director@psychmaven.com)) and expects action on the complaint, PsychMaven will respond in a reasonable, ethical, and timely manner. For all grievances, our Education Director will review the grievance and consult with the advisory board. The following actions may be taken:
2. **Grievances about a presenter.** 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 their comments in writing and submit them to [education.director@psychmaven.com](mailto:education.director@psychmaven.com). The Education Director will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
3. **Grievances about course content.** If the grievance concerns a course offering, its content, level of presentation, the Education Director will mediate and will be the final arbitrator. If the participant requests action, the Education Director may:
  - a. ask the participant to provide additional information on their concern;
  - b. amend course materials;
  - c. move the participant to a different course (without additional charge);
  - d. provide a partial or full refund of the course fee.
4. **Grievances about facilities (live events).** If the grievance concerns the facilities in which a live course was offered, the Education Director will mediate and will be the final arbitrator. If the participant requests action, the Education Director may:
  - a. attempt to move the participant to another course or
  - b. provide a partial or full refund of the course fee.
5. Grievances about the PsychMaven CE program. If the grievance concerns the PsychMaven CE program, in a specific regard, the Education Director will attempt to arbitrate.

Grievances involving the Education Director, or in situations where the Education Director is not available to serve as arbitrator, the President of advisory board (Dr. James Childerston) should be contacted at [advisory.board\\_president@psychmaven.com](mailto:advisory.board_president@psychmaven.com), and failing this the Vice-President of advisory board (Dr. Gary Barnes) should be contacted at [advisory.board\\_vp@psychmaven.com](mailto:advisory.board_vp@psychmaven.com)

#### Grievance contact information

Contact name: S. David Hall, PsyD- Education Director

Email: [education.director@psychmaven.com](mailto:education.director@psychmaven.com)

Phone: 1-865-409-5001 ext. 801

Address: PsychMaven, The Westfield Center, 305 Westfield Rd SW, Knoxville, TN 37919

In no event will PsychMaven's financial responsibility for resolving a grievance or complaint exceed the purchase price of the course or courses in which the customer was actually enrolled and which are directly related to the grievance.

All grievances will be retained for a period of no less than seven years in accordance with our record retention policy. Complaints and grievances are reviewed as a group on at least an annual basis to identify possible patterns or systemic concerns.