



## **PROGRAM MANAGEMENT**

Confidentiality of any individuals or organizations reference within the content of programs and the privacy of program participants as well as their proprietary information is securely stored and not distributed.

Participant complaints or concerns are addressed in a timely and professional manner. Complaints or concerns may be sent to [institute@sandhillcounseling.com](mailto:institute@sandhillcounseling.com) and will be responded to in accordance with the following Grievance procedure.

## **GRIEVANCE PROCEDURE**

- **Purpose of the procedure/Introduction**

Sandhill Institute for Professional Development's aim is to ensure that presenters and participants with a grievance relating to their engagement with the Institute can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

- 1. Informal discussions**

If a presenter or participant has a grievance about their experience they should discuss it informally with the Institute's Program Administrator. We hope that the majority of concerns will be resolved this way.

- 2. Stage 1 – statement of grievance**

If the presenter or participant feels that the matter has not been resolved through informal discussions, they should put your grievance in writing to the Program Administrator.

- 3. Stage 2 – the grievance meeting**

Within 7 working days the Program Administrator will respond, in writing, to the statement, inviting the presenter or participant to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and normally 5 working days notice of this meeting will be provided to the presenter/participant and they will be informed of their right to be accompanied.

Presenter/Participant must take all reasonable steps to attend the meeting, but if for any unforeseen reason the presenter/participant, or the Institute representative, can't attend, the meeting must be rearranged.

Guidelines for program management were informed by Standards and Criteria for Approval of Sponsors of Continuing Education for Psychologist (2015), American Psychological Association.



Should the Presenter/Participant's companion be unable to attend then the Institute must make contact within 10 days of the date of the letter to arrange an alternative date that falls within 30 days of the original date provided. These time limits may be extended by mutual agreement.

After the meeting the Program Administrator hearing the grievance must write to the Presenter/Participant informing them of any decision or action and offering them the right of appeal. This letter should be sent within 10 working days of the grievance meeting and should include the details on how to appeal.

#### **4. Step 3 – appeal**

If the matter is not resolved to the Presenter/Participant's satisfaction they must set out their grounds of appeal in writing within 10 working days of receipt of the decision letter.

Within 10 working days of receiving an appeal letter, the Presenter/Participant should receive a written invitation to attend an appeal meeting. The appeal meeting should be taken by a more senior manager, not involved in the original meeting.

After the appeal meeting, the senior manager must inform the Presenter/Participant in writing of their decision within 10 working days of the meeting. Their decision is final.

- Instructors and program content will respect cultural, individual, and role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status.
- Programs are made accessible to individuals with disabilities, according to the requirements of the Americans with Disabilities Act.