

## Grievance Policy and Procedure

Your satisfaction is important to us. Therefore, complaints are taken seriously. Complaints might be generated by event attendees, regulatory boards, and/or sponsoring agencies, and could involve refund requests, course content/materials, instructor qualifications, event facilities, completion certificates, or other matters. Collaborative Solutions, Inc. (CS) will respond to all complaints in a timely and ethical matter. The steps below describe the due process for complaint resolution.

### Process/Procedures:

1. Formal complaints must be in writing using the "Grievance Form for Conferences and Events" referenced at the end of this page.
2. CS reviews the written complaint. Typically, this begins with the Director of Operations/Continuing Education Director. In the event, the complaint involves this person, then the Chief Executive Officer/Social Work Consultant is responsible for the initial review. In all cases, the Director of Administration and the Chief Executive Officer/Social Work Consultant must be notified once a formal grievance has been issued. Other relevant CS staff may be involved as deemed appropriate.
3. If further review is needed, then the assigned staff member convenes a group of relevant stakeholders, which may include the program committee for the corresponding event. The relevant stakeholders will review the complaint or grievance.
4. If further information is needed, the complainant will be contacted and provided with an opportunity to share additional information or evidence in support of the complaint.
5. The grievance will be reviewed based on the available evidence and a decision will be made on how to proceed, based on the majority of those individuals agreeing upon the determined course of action/resolution.
6. CS will respond to the complainant in writing and describe the determination/resolution.
7. When appropriate, CS staff will put the final determination into action (e.g., issue refund, completion certificate, etc.).
8. All records/documents related to the complaint/grievance will be filed and, if need be, reported to any appropriate CE providership boards as/when required.

**To file a grievance, please request a "Grievance Form for Conferences and Events" through Nicole Brazelton, Director of Operations/CE Director at [NicoleB@collaborative-solutions.net](mailto:NicoleB@collaborative-solutions.net).**