

Grievance Procedures

The Comprehensive Training Center, LLC (“The Center”) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Center 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 Founder in consultation with the members of the continuing education committee and the Center’s consultants.

While The Center 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 consultants which require intervention and/or action on the part of the consultants and Francheska Perepletchikova, Ph.D., Co-Founder, Chief Training Executive and CE Chair of The Center. 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 their comments in written format and sent to the CE Contact Person (Jessica Kryzer). The CE Contact Person will then pass on the de-identified comments to the speaker, assuring the confidentiality of the aggrieved individual.

The grievance form will be made available on the Child DBT website (childdb.com) within the course descriptions and also within the course page of the LMS, if such a system is being used to conduct the course, so as to be easily accessible to all participants.

2. If the grievance concerns a workshop offering, its content, level of presentation, Francheska Perepletchikova will mediate and will be the final arbitrator. If the participant requests action, she will:
 - a) attempt to move the participant to another workshop or
 - b) provide a credit for a subsequent year's workshop or
 - c) provide a partial or full refund of the workshop fee.
3. 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.

