

# TZKSEMINARS

## GRIEVANCE PROCEDURE

*Tzkseminars is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists and the standards of the Association of Social Work Boards. tzkseminars 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 CEO, Keith Hannan, Ph.D.*

*While tzkseminars 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 our staff which require intervention and/or action on the part of an officer of our company. This procedural description serves as a guideline for handling such grievances.*

*Seminar participants will be asked to provide written feedback about the seminar at the end of the presentation. Space will be included to express any grievance they might have with the program. 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 his/her comments in written format. The CEO will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.*
- 2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CEO will mediate and will be the final arbitrator. If the participant requests action, the CEO 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.**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.**
- 3. If the grievance concerns tzkseminars CE program, in a specific regard, the CEO will attempt to arbitrate.*

*Please go to [tzkseminars.com](http://tzkseminars.com) to submit a complaint, or if you have additional questions.*

