GRIEVANCE PROCEDURE

Cal Poly Counseling Services is fully committed to conducting all activities in strict compliance with the American Psychological Association's Ethical Principles of Psychologists. Cal Poly Counseling Services complies with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and treatment of program participants. The monitoring and assessment of compliance with these standards is the responsibility of the Program Administrator in consultation with the members of the CE Planning Committee.

While Cal Poly Counseling Services goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues which come to the attention of the Planning Committee which require intervention and/or action on the part of the Planning Committee or another staff member of Cal Poly Counseling Services. This procedural description serves as a guideline for handling such grievances.

When a participant expresses 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. The CE Program Administrator 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 CE Program Administrator and/or department Director will mediate and will be the final arbitrator. If the participant requests action, the CE Program Administrator and/or department Director will:
   a. attempt to move the participant to another workshop or
   b. provide a credit for a subsequent year's workshop (as applicable) or
   c. provide a full refund of the workshop fee (as applicable).

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 Cal Poly Counseling Services CE program, in a specific regard, the CE Program Administrator and/or department Director will attempt to arbitrate.

Please contact the Program Administrator or Counseling Services Director to submit a complaint, or if you have additional questions.

Courtney de Blieck, Psy.D. (CE Program Administrator)
Counseling Services, Building 27
California Polytechnic State University
1 Grand Avenue
San Luis Obispo, CA 93407
cdebliec@calpoly.edu
805-756-2511

or:

Geneva Reynaga-Abiko, Psy.D. (Director)
Counseling Services, Building 27
California Polytechnic State University
1 Grand Avenue
San Luis Obispo, CA 93407
greynaga@calpoly.edu
805-756-2511