



# Boston Child Study Center

*Expert Mental Health Treatment, Training & Research*

## **Continuing Education Grievance Procedure**

The Boston Child Study Center (BCSC) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The BCSC 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 Dr. Beth Jerskey in consultation with the members of the continuing education committee.

While the BCSC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the convention staff which require intervention and/or action on the part of the convention staff or an officer of the BCSC. This procedural description serves as a guideline for handling such grievances.

If you wish to file a grievance, please note that the following actions will be taken:

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, please put your comments in written format and provide them to Dr. Jerskey. Dr. Jerskey will then pass on the comments to the speaker, assuring your confidentiality.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the convention chair will mediate and will be the final arbitrator. If you request action, Dr. Jerskey will:
  - a. attempt to move you 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 you.

3. If the grievance concerns the BCSC CE program, in a specific regard, Dr. Jerskey will attempt to arbitrate.

To contact Dr. Jerskey or other members of the Continuing Education Committee, please call (617) 800-9610. Correspondence can be sent to Dr. Beth Jerskey, 729 Boylston Street, Fifth Floor, Boston, Massachusetts, 02116.