



CONTINUING EDUCATION GRIEVANCE POLICY

Inform USA is fully committed to administering all continuing education events in strict conformance with the ethical principles of Inform USA and, for all courses offered for social work continuing education credit, the National Association of Social Workers (NASW) and the Association of Social Work Boards Approved Continuing Education Program (ASWB ACE). We have complied and will continue to comply with all legal and ethical responsibilities to ensure non-discrimination in promotional activities, program content, and the treatment of attendees. The monitoring and assessment of compliance with ACE standards is the responsibility of Inform USA's Training and Education Coordinator, acting as the ACE-approved Continuing Education Director.

While Inform USA strives to ensure fair treatment for all participants and to prevent potential problems, we do have a process for handling complaints for all ACE-approved courses offered for social work continuing education credit. **When a complaint arises pertaining to such programs or processes, the complainant is expected to notify the Continuing Education Director by email at andy@informusa.org.** Every effort will be made to maintain the complainant's confidentiality. The Continuing Education Director will follow up with the complainant to learn more about their complaint and to help resolve it. If the complaint requires further consultation to arrive at a satisfactory resolution, it will be deemed a grievance and will be escalated to be discussed with the Inform USA Conference & Logistics Director, who is a licensed social worker, and with the Inform USA Program and Education Director. The Continuing Education Director will then formulate a response to the grievance and, if necessary, recommend action, which will be conveyed directly to the complainant in a timely manner. Complaints for all other, non-ACE-approved continuing education events will be handled in the same manner though, if necessary, would be escalated to be discussed solely with the Inform USA Program and Education Director.

A grievance concerning course content, costs, speakers, facilities, nonreceipt of certificates, and any other miscellaneous occurrences may be resolved by appropriate and specific remedies, modifications to future offerings, and/or by providing an alternative opportunity.