

GRIEVANCE PROCEDURE

Vista Continuing Education is fully committed to conducting all activities in strict conformance with the Association of Social Work Boards regulatory requirements. Vista Continuing Education 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 Continuing Education Director in consultation with the social work consultant and the Vista Continuing Education Ethics committee.

While Vista Continuing Education 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 staff which require intervention and/or action on the part of the staff of Vista Continuing Education. The social work consultant is involved in all grievances filed by social workers. The social worker consultant will review the complaint with changes being made when warranted.

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 presenter, the content presented by the presenter, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The Continuing Education Director will then pass on the comments to the presenter and social worker consultant, assuring the confidentiality of the grieved individual. The grievance will be reviewed and discussed with the social worker consultant and continuing education director and appropriate action will be taken. If warranted the presenters course material will be immediately removed from the website for further review, revisions or permanent removal. The grieved individual will be notified in writing of the final determination. The grievance will be recorded and maintained for seven years.
2. If the grievance concerns an online course offering, its content, level of presentation, or the website in which the course was offered, the continuing education director and social work consultant will mediate and will be the final arbitrator. If the participant requests action, the director and social worker consultant will:
 - a. attempt to move the participant to another course or
 - b. provide a credit for a subsequent course or
 - c. provide a partial or full refund of the course 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 the Vista Continuing Education CE program, in a specific regard, the program director and social work consultant will attempt to arbitrate.

Please contact Ann West at continuingeducation@gmail.com to submit a complaint, or if you have additional questions.