**Helping Heroes Continuing Education Grievance Procedure**

Helping Heroes, Inc., A Center for Veteran Resources is fully committed to conducting all activities in strict conformance with the guidelines and regulations set forth by the WV Boards of Examiners in Social Work and Counseling Ethical Principal. Helping Heroes will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of workshop participants. The compliance with these standards will be assured by those licensed practitioners in attendance, and this policy is assured by the Executive Director and Chief Operations Officer, as well as the Board of Directors of Helping Heroes.

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

When a participant files a grievance and expects action on the complaint, the following actions will be taken.

1. The participants will be asked to put their concerns in writing.
2. If the grievance concerns a speaker, the content presented by the speaker or the style of the presentation, the individual filing the grievance will be asked to put his/her comments in written format. Workshop staff will then pass on the complaints to the speaker, assuring the confidentiality of the grieved individual.
3. If the grievance concerns a workshop offering, it’s content, level of presentation, or the facilities in which the workshop was offered, the Executive Director and/or Board President will mediate and will be the final arbitrator. If the participant requests action the ED and/or President will:
4. Provide a credit for a subsequent workshop or
5. Provide a partial or full refund of the workshop fee.

Actions will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

1. If the grievance concerns the CEU programming, in a specific regard, the ED and/or Board President will attempt to arbitrate.