

## **CE Grievance Policy**

Serving Children and Reaching Families, LLC (SCARF) is fully committed to conducting all activities in strict conformance with the ethical principles of professional associations that approved our organization to offer continuing education. We 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 our organizational staff, and if needed, in consultation with our executive team and training advisory members. Our compliance manager is made aware of and involved in the grievance resolution process for all social workers and mental health professionals.

While SCARF goes to great lengths to assure fair treatment for all participants and prevent potential problems, there may be occasional issues that come to the attention of staff that require intervention or action on the part of staff or the continuing education team. The following steps should serve as a guideline for handling such grievances.

All staff persons are encouraged to immediately resolve grievance issues to the satisfaction of the participant. If needed, staff may consult with the administrator or other advisory CE team members.

Participants of our course can also direct all complaints to our Privacy Officer, Jennifer Campbell, who can be reached calling 321-236-1540 ext. 202 or by email [Helpdesk@scarffl.com](mailto:Helpdesk@scarffl.com).

The compliance manager will evaluate all grievances and take any necessary corrective action, which may include:

- specifically correcting the grievance to the person's satisfaction or
- provide a partial or full refund of the course fee.

All complaints are carefully and regularly considered for course and service enhancement.