



POLICY AND PROCEDURE

TOPIC: Continuing Education Grievance Policy

AFFECTED DEPARTMENTS: All Silos

AUTHORED BY: Michael Pisano, Director of Quality Management

APPROVED BY: Erena DiGonis, LCSW-R

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SUPERCEDES: Any previous Continuing Education Grievance Policy

- I. **PURPOSE:** To detail the specific process for participants (hereafter referred to as the “stakeholder(s)”) of the continuing education program to Erena DiGonis LCSW, PLLC; for reporting, distributing, reviewing, and applicable follow-up of all satisfaction surveys; and to provide a vehicle by which Stakeholder grievances can be reported and addressed; and to determine (where appropriate) programmatic changes as a result.

- II. **SCOPE:** This policy pertains to all applicable Stakeholders. For the purpose of these policies and procedures, a “Stakeholder” is defined as Individuals who receive continuing education services from Erena DiGonis LCSW, PLLC.

Distribution of Policy

Recorded Asynchronous/Synchronous Teaching Platform: All stakeholders who complete courses delivered by this method are mandated to complete course evaluations in order to receive NY State continuing education credits. This implies and elicits required feedback to ensure compliance with the distribution of this policy. The policy is available to all stakeholders via our website: www.erenadigonis.com.

III. **POLICY GUIDELINES (Grievance Procedures):**

Erena DiGonis LCSW, PLLC (hereafter referred to as “we”) recognizes the right of all Stakeholders to register grievances and to have a clear understanding of the recommended procedure for how these complaints can be resolved.

1. We shall, (upon completion of the course) mandate Stakeholders to complete a course evaluation. All course evaluations are reviewed, assessed, and analyzed, and a summary report is issued to the Advisory Committee.

Based on the tabulation of the results of these assessment tools, the course may be updated, modified or discontinued.

2. While we expect most feedback to be positive, there will be issues that will arise from time to time. Transparency of grievance processes helps to ensure openness and fairness to all parties. Examples of such grievances are noted as (but not limited to) the following:
 - a) Course content
 - b) Presenters
 - c) Facilities
 - d) Non-receipt of certificates
 - e) *Refund requests

*Please note: All refund requests will be honored if they are made within 24 hours of the course. There is no refund for Stakeholders who “no show”, nor those who complete the course and are not satisfied. Grievances of that and any other type must be made, in writing via the procedures below.

The procedure to report a grievance is:

1. The Stakeholder should contact Erena DiGonis, LCSW-R via email (i.e.; in writing) to discuss concerns or complaints as a first step in order to have an opportunity to openly discuss and clarify the issue or concern. Acknowledgment and a substantive response to Stakeholders concerns will be provided within five business days.
2. If the contact with the above personnel does not result in a satisfactory resolution, the Stakeholder can bring their complaint or grievance to the attention of the Advisory

Committee. Acknowledgment and a substantive response by the Board will be within five business days.

3. If a resolution is reached at any of the above noted levels, written confirmation of the agreed upon resolution shall be sent to the Stakeholder.
4. If through this mechanism a resolution cannot be reached, the Stakeholder may select a representative of their choice to provide assistance and/or representation.

Please note: The Stakeholder may choose to submit a formal written objection to any resolution and request a hearing. To maintain objectivity and minimize bias perception (due to Erena DiGonis LCSW-R serving as both CE director and social work consultant), the advisory committee will be involved in handling all unsatisfied grievances for stakeholders; thus all written objections must be forwarded to the advisory committee, regardless of the recipient. This approach ensures diverse perspectives in problem-solving and promotes fair resolution of complaints or disputes.

Within ten days of receipt of a formal written objection, a hearing shall be scheduled. A hearing is an opportunity for the Stakeholder to meet with the advisory committee to voice their concerns. A written decision by the advisory committee shall be sent within five days of the hearing.

IV. Notification of Parties Available to Receive Complaints or Concerns

An Individual who receives services or a Stakeholder may refuse the initiation of an objection or subsequent appeal on their behalf. A Stakeholder may select a representative of their choice to provide assistance and/or representation, including legal counsel.

During the period that a complaint is undergoing legal administrative review, there shall be no communication between the members of Erena DiGonis LCSW, PLLC and the stakeholder(s) except via legal counsel.

An exception to this will only be made on notice and opportunity for all involved parties to participate.

VI. POLICY GUIDELINES (Stakeholder Satisfaction Procedures):

All grievances will be documented. The advisory committee will review the Grievance Log at each quarterly review.

The Advisory Committee will be immediately notified of all grievances that have not been resolved within the 5-day time frame.

1. Stakeholder satisfaction will also be solicited at the annual/semi-annual reviews.
2. Suggestions for either program services or Individuals requests will be documented and forwarded to the appropriate administrator for evaluation and practicality. Under all circumstances, reasonable requests for improvement will be granted.
3. If a request or improvement is made that cannot be accommodated, the administrator will provide written communication to both the requesting Individual and/or their stakeholders. The written response should include:
 - The request as made by the Individual and/or Stakeholder
 - The date the request was made
 - Any alternate solutions that were offered
 - The reason why the original request could not be accommodated

Copies of such written responses will be kept on record for a period of not less than 7 years.