PARTICIPANT COMPLAINT PROCEDURES FOR CE CREDIT  
(APA SPONSORED PROGRAMS)

Rutgers, Center for Applied and Professional Psychology, Graduate School of Applied and Professional Psychology is approved by the American Psychological Association to sponsor continuing education for psychologists. Rutgers, Center for Applied and Professional Psychology, Graduate School of Applied and Professional Psychology maintains responsibility for designated programs and their content.

Rutgers Center for Applied Psychology, Graduate School of Applied and Professional Psychology (GSAPP) is committed to conducting all activities in strict conformance with the American Psychological Association’s Ethical Principles of Psychologists.

Rutgers Graduate School of Applied and Professional Psychology will comply with all ethical and legal 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 is the responsibility of the Education Chair in consultation with the members of the continuing education committee.

While Rutgers Graduate School of Applied and Professional Psychology 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 conference/program staff which require intervention and/or action on the part of the conference/program staff.

For locally sponsored events, a graduate student assistant is in attendance to respond directly to participant complaints on site. This person acts as the representative of the CE director and is authorized to make a wide range of decisions regarding complaint resolution and reports any complaints and their response to the CE director. In the event of a complaint filed after the program, the CE director investigates the complaint. The CE director’s contact information is listed on the “Policies and Other Information” sheet that is part of the conference information.

For events sponsored at a distance, there is an identified on site designee and the CE director’s contact information is included on the evaluation sheet for each CE activity.

When a complaint or grievance is made either orally or in written format, the following actions will be taken. The CE director communicates with the person filing the complaint and any other persons who might be involved in the complaint. If the complaint involves a workshop offering, content, level of presentation of facilities, the CE director will mediate and will be final arbiter. If the complaint requires action the CE director or designee will work to resolve the complaint in accordance with the problem; it might involve moving the participant to another workshop, refunding the fee or offering attendance without charge at a subsequent workshop.

The Dean of the Graduate School of Applied and Professional Psychology hears any appeals.