

PARTICIPANT COMPLAINT PROCEDURES FOR CE CREDIT FOR PSYCHOLOGY (APA SPONSORED PROGRAMS)

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

Rutgers GSAPP is committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists.

Rutgers GSAPP 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 Continuing Education Coordinator in consultation with the members of the continuing education committee.

While Rutgers GSAPP goes to great lengths to assure fair treatment for all participants, and attempts to anticipate problems, there may 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 Coordinator and is authorized to make a wide range of decisions regarding complaint resolution and reports any complaints and their response to the CE Coordinator. In the event of a complaint filed after the program, the CE Coordinator investigates the complaint. For events sponsored at a distance, there is an identified on-site designee and the CE Coordinator's contact information is included on the evaluation sheet for each CE activity.

When a concern, complaint or grievance is made either orally or in written format, the following actions will be taken: The CE Coordinator communicates with the person filing the concern or complaint and any other persons who might be involved in the complaint. If the complaint involves a workshop offering, content, level of presentation or facilities, the CE Coordinator will mediate and will be final arbiter. If the complaint requires action, the CE Coordinator 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.

If you have additional questions, concerns or complaints, please contact:

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