 

**Grievance Procedure**

(Revised June 27, 2018)

Drama Therapy Institute of Los Angeles and Creative Therapies Center (DTILA/CTC) are fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. (DTILA/CPC) 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 the Chief Executive Officer, in consultation with members of the Advisory Board, and The Continuing Education Administrator.

**General guideline for handling any grievances**

Any complaint from participants may be filed with a Grievance Officer (currently both Kamran Afary, Ph.D. and Rachel Brousseau LMFT, RDT) unless said person is involved in the complaint, in which case, going to a different team member is valid. The following procedures are in place to handle participant complaints:

1. A letter of complaint detailing the issue is filed with the Grievance Officer.

2. Participant filing the complaint will meet with the Grievance officer to discuss possible resolutions.

3. If possible the participant meets with the team member with whom she/he has filed the complaint against with the goal of coming to a resolution. If desired, the participant filing the complaint may request another team member to mediate the conversation.

4. Every step taken above is put in writing.

5. If no resolution is possible, an outside consultant will be brought in, depending on the circumstance.

6. Advisory Board members may also be brought in for unresolved complaints..

**Specific Guidelines for handling Grievances related to CE courses**

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Grievance Officer will mediate and will be the final arbitrator. If the participant requests action, the Grievance Officer will:

a. attempt to move the participant to another workshop or

b. provide a credit for a subsequent workshop or

c. provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns DTILA/CTC CE program, in a specific regard, the CE Administrator will attempt to arbitrate.

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