

# **New Jersey Association of Mental Health and Addiction Agencies, Inc.**

## **(NJAMHAA)**

### **Continuing Education Grievance Policy**

Any complaint made by a participant, potential participant or former participant about an approved continuing education course, promotional or educational materials, course site, facilities or technological resources is considered a grievance.

NJAMHAA takes all complaints/grievances seriously and will be investigated thoroughly. NJAMHAA also wants to ensure that the complaint is not frivolous in nature or used as a way for attendee(s) to receive a refund for the training.

NJAMHAA will document all grievance reports, whether the complaint was made to us or the approving entity, the Association of Social Work Board (ASWB). In addition, NJAMHAA will keep a record of all actions taken to address the grievance(s).

- Grievance report forms are located on NJAMHAA's website for download and are publically accessible.
- A grievance policy statement indicating the location of the form will be included on all registration documents and NJAMHAA's website.
- A signed grievance form must be received within five (5) business days of the conclusion of the event, workshop or training class by fax or other delivery service.
- NJAMHAA will respond to all grievances in a timely and ethical manner.
  - Within 10 days of receiving a complaint, a meeting of NJAMHAA executive staff and members of NJAMHAA's conference committee (which consists of Licensed Clinical Social Workers (LCSW) as well as Master Degree of Social Work (MSW) clinicians) to discuss and review the complaint.
  - The committee will afford the attendee registering the complaint to attend a review meeting within 30 days to give the attendee every opportunity to supplement their claim, and to ensure that the complainant is given the opportunity to support her/his allegations by arguments by whatever means, formal or informal.
  - NJAMHAA will respond with its decision by sending a formal letter to the complainant.
  - If NJAMHAA finds in favor of the complainant, NJAMHAA will use the information provided and make any corrective action if needed moving forward and refund the complainant's registration fee(s).
  - If after the decision letter is sent and the complainant is still unsatisfied, they are given instruction to register their complaints with the approval entity with an option to appeal to the licensing board.
  - NJAMHAA will consider the complaint resolved if the NJBSWE does not respond within thirty (30) days of receiving the escalated notice from the complainant.
  - If the NJBSWE finds in favor of the complainant, NJAMHAA will make any corrective action needed and refund the complainant's registration fee(s).
- NJAMHAA will include this statement on all registration materials: "If you have questions or concerns about the course content, references or content evaluation, facilities or course administration, contacting NJAMHAA at: 609-838-5488 x218 or download a complaint/grievance form from NJAMHAA's website and submit to [jmoy@njamhaa.org](mailto:jmoy@njamhaa.org)".