



Grievance Procedure

Heather Risk, PsyD & Associates, PLLC (HRA) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. HRA 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 HRA Training Program- Program Planning Committee.

While HRA 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 the Program Planning Committee that require intervention and/or action on the part of the training staff or a member of HRA Training Program- Program Planning Committee. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken. 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/their comments in written format. The Program Planning Committee will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual. Grievances should typically be filed with any member of the Program Planning Committee and/or the Administrative Assistant at the contact below. However, if a participant is more comfortable contacting a different member of the team, they contact one of the other team members listed below.

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

- a) attempt to move the participant to another workshop or
- b) provide a financial credit for a subsequent year's 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 a HRA CE program, in a specific regard, the Program Planning Committee will attempt to arbitrate.

A participant may contact any member of the Program Planning Committee directly and/or our Administrative Assistant, Carolyn McDowell. Only the contacted member of the Program Planning Committee or Administrative Assistant will know the identity of the grieved individual.

Contact Information:

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