The University of Florida’s Counseling & Wellness Center
Continuing Education Program Grievance Procedure

The Counseling & Wellness Center (CWC) is fully committed to conducting all activities in strict conformance with the American Psychological Association, American Counseling Association and National Association of Social Worker’s Ethical Codes. The CWC 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 CE Chair(s) in consultation with the CWC Training Director and Committee.

While the CWC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the CE Chair(s), and which require intervention and/or action on the part of the Chair(s). This procedural description serves as a guideline for handling such grievances.

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 comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the participant may move to another program, and if provided with details about the complaint, the CE Chair(s) will provide feedback to the presenter(s) involved.

If the grievance concerns the CWC CE program, in a specific regard, the CE Chair(s) and Training Director will attempt to arbitrate. If the results of the arbitration are not satisfactory to the grievant, the Director will have the final discretion over the results of the grievance.

Please contact the CWC CE Coordinator(s) to submit a complaint. Names of the CE sponsors are available on the website.