

The University of California Irvine, Counseling Center

Continuing Education Program Grievance Policy

The University of California, Irvine (UCI) Counseling Center is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The UCI Counseling Center 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 APA CE Sponsor Program Administrator, Frances S. L. Diaz, Psy.D.

While the UCI Counseling Center works to assure fair treatment for all participants and attempts to anticipate problems there will be occasional issues which will require intervention and/or action on the part of the UCI Counseling Center. This procedural description serves as a guideline for handling such complaints.

When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken:

1. If the complaint concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the complaint will be asked to put his/her comments in written format. The Program Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the complaint concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, Frances S. L. Diaz, Psy.D. will mediate and will be the final arbitrator. If the participants requests action during workshop or conference, Dr. Diaz will:
 - a. attempt to move participant to another presentation
 - b. provide a credit for a subsequent presentation
 - c. provide a partial or full refund of the registration 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 the business practices of the UCI Counseling Center CE program, in a specific regard, the CE Program Administrator will attempt to arbitrate.



The University of California, Irvine Counseling Center is approved by the American Psychological Association to sponsor continuing education for psychologists. The University of California, Irvine Counseling Center maintains responsibility for this program and its content.

