



Behavioral Health Services Training Unit

Continuing Education Grievance Procedure

As San Francisco's complete care system, the San Francisco Health Network is committed to providing ongoing educational opportunities for our workforce throughout the system of care. The San Francisco Health Network-Behavioral Health Services Training Unit is fully committed to conducting all educational activities in strict conformance with ethical guidelines, and as such have adopted the American Psychological Association's Ethical Principles of Psychologists¹. The BHS Training Unit 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 BHS Training Manager in consultation with the members of the continuing education committee as well as the Chief Integrity Officer Director who oversees the Office of Compliance and Privacy Affairs.

While the San Francisco Health Network- BHS Training Unit goes to great lengths to assure fair treatment for all attendees and attempts to anticipate problems, there will be occasional issues which come to the attention of staff which require intervention and/or action on the part of the BHS Training Manager or an officer of the San Francisco Health Network. This procedural description serves as a guideline for how attendees can file a grievance and how those grievances will be handled.

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

1. If the grievance concerns an instructor, the content presented by the instructor, or the style of presentation, the Training Manager (Jonathan Maddox, MFT, 415-255-3549 or jonathan.maddox@sfdph.org) will pass on the comments to the instructor, assuring the confidentiality of the attendee.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Training Manager will mediate and will be the final arbitrator. If the participant requests action, the Training Manager will request that the Grievance Form is completed for documentation purposes and will attempt to move the participant to another workshop. If a resolution cannot be reached between the attendee and the Training Manager, or the attendee is dissatisfied with the outcome, the Continuing Education Committee will meet to discuss the case.
3. If the grievance concerns San Francisco Health Network-Behavioral Health Services CE program, in a specific regard, the Continuing Education Committee Chair will attempt to arbitrate.

¹ The *Ethical Principles of Psychologists & Code of Conduct* (2010) is included as Appendix A and is also available to download at www.apa.org.

