



## **AASECT Grievance Policy**

AASECT is fully committed to conducting all activities with ethical principles in mind. AASECT 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 chair of the Professional Education Steering Committee in consultation with the members of the Continuing Education committee, the AASECT ethics chairperson and the convention chairpersons.

While AASECT 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 convention staff, which require intervention and require action on the part of the convention staff, or an officer of AASECT. This procedural description serves as the 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:

1. 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 their comments in written format. The CE chair will then pass on the comments to the speaker, in an anonymized format, of the aggrieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the event chair will mediate and be the final arbitrator. If the participants request action, the event chairs will gather the information and present to the board for appropriate action documenting the grievance for record-keeping purposes (the aggrieved individual need not sign the note)
3. If the grievance concerns the AASECT CE program in a specific regard the CE chair will gather and present the information to the board for review.
4. AASECT does not arbitrate business practice complaints.