

Standard B – Attachment

COMPLAINT PROCEDURES

North American Training Institute Grievance Procedure

North American Training Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. North American Training Institute 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 North American Training Institute Executive Director and Board of Directors.

While North American Training Institute 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 office staff which require intervention and/or action on the part of the office staff or an officer of North American Training Institute. 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.

1. If the grievance concerns program content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CEO will then pass on the comments to the Board of Directors, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a course offering, its content, or level of presentation, the CEO will mediate and will be the final arbitrator. If the participant requests action, the CEO will:
 - a. attempt to move the participant to another course, or
 - b. provide a credit for another course offering, or
 - c. provide a partial or full refund of the course 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 North American Training Institute CE online course, in a specific regard, the CEO will attempt to arbitrate.

To submit a complaint, or if you have additional questions, please contact:

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