

## INS CE PROGRAM GRIEVANCE PROCEDURE

The International Neuropsychological Society (INS) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. INS 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 Continuing Education (CE) Director in consultation with the members of the CE Committee and the INS Meeting Program Chair(s).

While INS 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 meeting staff which require intervention and/or action on the part of our staff or an officer of INS. This procedural description serves as a guideline for handling such grievances.

Participants with complaints are quickly addressed by the INS office staff and, as needed, the CE Chair. Those with complaints are encouraged to fill out the grievances form either orally (e.g., in communication with the office staff) or in writing. The following steps are completed for those expecting/requesting action on a complaint:

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 a 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 the concerns in written format. The CE Chair and/or office staff will then pass the comments to the speaker, assuring the confidentiality of the grieved individual.
  - a. The INS is finalizing a process through which egregious concerns will be reviewed by the Equity and Justice Committee and/or Membership Committee as appropriate and actions taken according to the society bylaws.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the convention chair will mediate and will be the final arbitrator. If the participant requests action, the convention chair will:
  - a. attempt to move the participant to another workshop or
  - b. provide a credit for subsequent offerings or
  - c. provide partial/full refund of the fee
  - d. (note the latter two actions require written documentation of the grievance for record keeping purposes but the document does not need to be signed by the grieved individual).
3. If the grievance concerns the INS CE program, in a specific regard, the CE Chair will attempt to arbitrate.

**To submit a complaint or if you have additional questions, please contact [ins@the-ins.org](mailto:ins@the-ins.org), attention: CE Program Manager.**