

## **Pacific Academy Of The Healing Arts Grievance Procedure**

Pacific Academy of the Healing Arts is fully committed to conducting all activities in strict conformance with the American Nurses' Association's (ANA), the Alcohol and Drug Abuse Division of the Hawai'i Department of Health's (ADAD/DOH), the NAADC's (National Association of Alcohol and Drug Counselors), NBBC's (National Board for Certified Counselors), and American Psychological Association's (APA) Ethical Principles of Psychologists.

Pacific Academy of the Healing Arts 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 Education and Ethics Chairperson and Program Director.

While Pacific Academy of the Healing Arts 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 Pacific Academy of the Healing Arts staff which require intervention and/or action on the part of the Pacific Academy of the Healing Arts staff or an officer of Elizabeth Bush, APRN.

This procedural description serves as a guideline for handling such grievances.

When a participant, both 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 his/her comments in written format.

The Education and Ethics Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, it's content, level of presentation, or the facilities in which the workshop was offered, the Education and Ethics Chair and/or the Program Director will mediate and will be the final arbitrator.

If the participant requests action, the Program Director will:

- a. Attempt to move the participant to another workshop or
- b. Provide a credit for a subsequent year's workshop or
- c. Provide a partial or full refund of the workshop 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 Pacific Academy of the Healing Arts CE program, in a specific regard, the Program Director will attempt to arbitrate.