



The American College Health Association (ACHA) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. ACHA 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 Program Planning Committee (PPC) Chair in consultation with the members of the Continuing Education (CE) Committee, the ACHA Ethics Committee chair, and the ACHA Executive Committee.

While ACHA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the national office staff which require intervention and/or action on the part of the staff or an officer of ACHA. 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 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 PPC 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, its content, level of presentation, or the facilities in which the workshop was offered, the PPC chair will mediate and will be the final arbitrator. If the participant requests action, the PPC chair will:
  - a. attempt to move the participant to another workshop, or
  - b. provide a credit for a subsequent year's registration or workshop, or
  - c. provide a partial or full refund of the registration or 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 ACHA CE program, in a specific regard, the CE Chair will attempt to arbitrate.
4. If the grievance occurs at a co-sponsored program, the program's PPC chair will follow the same actions above, with the addition of immediately alerting the ACHA National Office Staff in writing with 1) the nature of the grievance (without naming the grieved individual), 2) what actions have been taken, and 3) any request for ACHA CE Committee or Executive Committee guidance, if applicable.

Please contact Susan Ainsworth, ACHA, 8455 Colesville Road, Suite 740, Silver Spring, MD 10910; [sainsworth@acha.org](mailto:sainsworth@acha.org); 443-270-4551 to submit a complaint, or if you have additional questions.