



Complaint/Grievance Procedure

The Moringa Institute, a division of Spectra Support Services, LLC, (hereinafter referred to as "Moringa") is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Moringa 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 Moringa's Program Administrator in conjunction with the Administration team. The Program Administrator shall assure that the member of the Administrative Team assigned to follow-up to the grievance or complaint does not have a conflict of interest that would impact fair evaluation of the issue and its resolution. Reports to the CE Committee will be made and members of the full committee consulted should the need arise.

While Moringa 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 program staff, which require intervention and/or action on the part of Moringa. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.
 - a) If the grievance concerns a speaker/instructor, 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 and provide them to the Secretary who will then pass on the comments to speaker, assuring the confidentiality of the grieved individual.
 - b) If the grievance concerns a workshop offering or program, its content, level of presentation, or the facilities in which the workshop was offered, Maleita Olson, LCSW Administrative Team Member will mediate and will be the final arbitrator. If the participant requests action, any or all of the following may be offered:
 - 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.
 - c) If the grievance concerns Moringa's CE program, in a specific regard, the CE Chair will attempt to arbitrate.

The above actions will require the Secretary to maintain a record that includes a written note documenting the grievance. The note need not be signed by the grieved individual.

The Grievance Procedure will be made available to all registrants during the registration process and during the program implementation. The procedure shall be posted on the CE Program section of Moringa's website.

Secretary

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