

Effective January 26, 2019

The Vermont Psychological Association is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. VPA will comply with all legal and ethical guidelines for non-discrimination in promotional activities, program content and in the treatment of CE participants. The VPA Executive Director is responsible for complying with these standards. While VPA strives to assure fair treatment for all participants and to anticipate problems before they occur, occasionally grievances may be filed. In cases where a participant files a written or oral grievance, the following actions are taken:

- All grievances and any steps taken to address grievances will be documented by VPA.
- If the grievance concerns the content of the workshop or webinar, the VPA CE Committee Chairperson will mediate and will be the final arbitrator.
 - If the VPA CE Committee Chairperson determines that any remediation or recompense is due the participant, he or she will direct the Executive Director to either provide a credit for a subsequent CE offering or provide a partial or full refund of the CE fee already paid.
 - Actions involving a credit or a refund will require a written note documenting the grievance for record-keeping purposes. The aggrieved individual need not sign the note.
- If the grievance specifically concerns the actions of VPA, the VPA Executive Director, or the VPA CE Committee Chairperson, the VPA Board President will mediate and will be the final arbitrator.

All direct correspondence regarding any grievance must be submitted to:

Vermont Psychological Association

PO Box 1017

Montpelier, VT 05601

Phone: (802) 229-5447

Email: vpaed@vermontpsych.org