

## **Empowering Pathways Continuing Education Program Grievance Policy**

### **Purpose:**

The Empowering Pathways Continuing Education Program is committed to providing a fair, transparent, and equitable process for addressing grievances related to our continuing education offerings. This policy outlines how grievances, including refund requests, complaints about course content, speakers, facilities, non-receipt of certificates, and other issues, will be handled.

### **Grievance Procedures:**

#### **1. Submitting a Grievance:**

- Grievances may be submitted in writing via email to **ce@empoweringpathways.com** or by mail to **Empowering Pathways Continuing Education Program, [Address]**.
- Grievances must include the complainant's name, contact information, the course title, date of attendance, and a detailed description of the issue.
- Participants may also submit grievances directly to the Association of Social Work Boards (ASWB) if they are not satisfied with the resolution provided by Empowering Pathways.

#### **2. Handling Refund Requests:**

- Refund requests will only be considered if the course has not been accessed beyond the introductory materials. Once the course content has been accessed, the course is non-cancellable, and no refunds will be issued.
- All refund requests will be reviewed by the Continuing Education Director, Ann Russo, and a decision will be communicated within 10 business days.

#### **3. Complaints About Course Content, Speakers, and Facilities:**

- Complaints regarding course content, speakers, or facilities will be reviewed by the Continuing Education Director in collaboration with the Social Work Consultant. The Social Work Consultant will be involved in the resolution process to ensure objectivity and fairness.
- If the grievance is related to a social work-specific issue, the Social Work Consultant or Advisory Committee will participate in the review process to avoid potential bias and ensure comprehensive problem resolution.

#### **4. Non-receipt of Certificates:**

- If a participant does not receive their certificate within 24 hours of course completion, they should contact **ce@empoweringpathways.com**. The issue will be resolved within 3 business days, and the certificate will be re-sent.

#### **5. Involvement of Social Work Consultant/Advisory Committee:**

- The Social Work Consultant, and when applicable, the Advisory Committee, will be involved in resolving all grievances related to social work courses to provide additional perspectives, strengthen decisions, and maximize objectivity.
- The Social Work Consultant is [Name, Title, Contact Information].

#### **6. Documentation and Record-Keeping:**

- All grievances, including the complaint details and actions taken, will be documented and kept on file. Records of grievances and their resolutions will be maintained for a minimum of three years.
  - These records will be made available to the ASWB ACE program upon request.
- 7. Improvement and Transparency:**
- Grievance information and resolutions will be shared with relevant members of the Empowering Pathways Continuing Education Program to inform and improve future course offerings.
  - This policy is available to all participants upon request and will be provided during the application process for the ACE program.
- 8. Contact Information for Grievances:**
- **Email:** ce@empoweringpathways.com
  - **Mailing Address:** Empowering Pathways Continuing Education Program, [Address]
  - **Social Work Consultant Contact:** [Name, Title, Contact Information]

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**Note:** Empowering Pathways Continuing Education Program is committed to ensuring that all grievances are handled promptly, fairly, and in a manner that respects the rights and dignity of all parties involved. We believe that a transparent and effective grievance process is essential to maintaining the highest standards of education and service.