

1. Complaints or grievances received in writing or via email are forwarded for review by Amber Stiles-Bodnar Consulting organizational member including:
 1. The CE Program Administrator, or
 2. Other advisory group members based on geographic distribution, experience, professional specialty, etc. (e.g. if the grievance is specific to a psychologist, the grievance will be forwarded to and reviewed by psychologist advisory group members).
2. The relevant organizational member will review the complaint or grievance, and may request more information or proof, however informal, of the allegation from the aggrieved.
3. The complaint or grievance and any supporting information will be presented to the advisory group by the relevant organizational member at the advisory group quarterly meeting or sooner if needed and discussed.
4. The advisory groups action in response to complaint or grievance will be made democratically.
5. Information is shared and utilized to improve future courses.
6. Amber Stiles Bodnar Consulting will respond in writing or via email information the aggrieved of the outcome.
7. If the complaint is not resolved to the individual's satisfaction, they are made aware that they have the option of filing another complaint to any CE organizations granting approval to our programs (e.g. State of Ohio Counselor, Social Worker, Marriage and Family Therapist's Board, EMDRIA, or the American Psychological Association) if they feel their rights as a program attendee have been violated.