



Adriana L. Medrano, PhD
Licensed Clinical Psychologist

Grievance Policy

Adriana L. Medrano, PhD is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Adriana L. Medrano, PhD 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 CPA PAS CE Program Director in consultation with Adriana L. Medrano, PhD. While Adriana L. Medrano, PhD works to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which will require intervention and/or action on the part of Adriana L. Medrano, PhD. This procedural description serves as a guideline for handling such complaints.

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 complaint concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the complaint will be asked to put his/her comments in written format. The CE Program Director will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
- 2) If the complaint concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE Director will mediate and will be the final arbitrator. If the participant requests action during a workshop or conference, the CE Director or his/her representative will: a. provide a credit for a subsequent presentation or b. provide a partial or full refund of the registration fee.

Actions 2a 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 business practices of Adriana L. Medrano, PhD CE program, in a specific regard, the CE Program Director or Administrator will attempt to arbitrate.

Refund and Attendance Policy

Refunds must be received 3 days prior to be eligible for a refund and do not include any processing fees. **IMPORTANT NOTICE:** Those who attend this workshop in full and complete the appropriate evaluation forms at the beginning and at the end of the workshop will receive CE credits. Please note that credit will only be granted to those who attend the entire workshop. Those arriving more than 15 minutes after the start time or leaving before the workshop is completed will not receive CE credit.