BPTI’s grievance/complaint policy follows:

Best Practice Trainers, Inc (BPTI) is committed to conducting all activities in conformance with the standards of the Association of Social Work Boards. BPTI 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 the standards will be the responsibility of the CE Advisory Committee, including the SW Consultant Christina Iler, LCSWR and CE Director, Ruth Campbell, LCSW, Ph.D. The CE Director will have the responsibility to respond in writing to any written complaint.

While BPTI goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of our staff which require intervention and/or action on the part of the CE Advisory Committee. This procedural description serves as a guideline for handling such grievances.

BPTI Course Participants will be asked to provide written feedback about a course or webinar at the end of the presentation. Space will be included to express any grievance they might have with the program. 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 grievance concerns a speaker, 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. The CE Director or SW consultant will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE Director or SW consultant will be the final arbitrator. If the participant requests action, the CE Advisory Committee will discuss the following options and recommend one to the CE Director and SW consultant:
   a. moving the participant to another workshop
   b. providing a credit for a subsequent year’s workshop
   c. providing a partial or full refund of the workshop fee
   Actions 2b 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 a hybrid course offering, its content, level of presentation, or technology issues concerning the course, the CE Director or SW consultant will be the final arbitrator. If the participant requests action the CE Advisory Committee will discuss the following options and recommend one to the CE Director and SW consultant:
   a. provide a credit for another course
   b. provide a partial or full refund of the course fee.
   Actions 3b and 3c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.
4. If the grievance concerns BPTI CE program, in a specific regard, the CE Advisory Committee will be notified and the CE Director and SW consultant will attempt to arbitrate.

If you have a grievance or complaint, you should contact BPTI through the email at helpdesk@bestpracticetrainers.org or call BPTI at 845-810-0022. Your concerns will be reviewed and discussed by the CE Advisory Committee, including the CE Director Ruth Campbell and the Social Work consultant, Christina Iler. You should allow 10 business days for an official response to your concern or complaint.