

Policy: Continuing Education Grievance Policy

Revision:

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Creation: 3/1/2025

Purpose

Crossroads4Hope is committed to delivering high-quality continuing education that is fair, accessible, and responsive to participant needs. This grievance policy ensures that all complaints are handled in a timely, transparent, and ethical manner.

Scope of Grievances

This policy applies to all concerns related to continuing education activities, including but not limited to:

- Course content, accuracy, or relevance
- Instructor performance or conduct
- Accessibility or learning environment (in-person or virtual)
- Nonreceipt or errors in certificates
- Administrative processes (registration, communication)
- Refund requests
- Any other concerns related to CE programming

1. Submission of a Grievance

Participants may submit a grievance within **30 days** of the course or purchase of recorded course by contacting:

Crossroads4Hope Continuing Education Program

Rachel Werner, CE Director

Email: rwerner@crossroads4hope.org

Phone: 908-229-9769

Grievances must include:

- Participant name and contact information
- Course title and date
- Description of the concern
- Any relevant documentation

Contact information is included in all promotional materials and course communications.

2. Review and Resolution Process

a. Acknowledgment

All grievances will be acknowledged within **5 business days** of receipt.

b. Initial Review

The CE Director conducts an initial review to determine the nature and scope of the complaint and gathers relevant information.

c. Involvement of Social Work Consultant

To ensure objectivity and alignment with social work standards, all grievances are reviewed in collaboration with:

d. The Social Work Consultant (SWC)

Additional licensed social worker(s) or advisory committee members, when appropriate

3. Resolution Timeline

A written response and resolution will be provided within **15 business days**, unless additional time is required. If so, the participant will be notified of the revised timeline.

4. Possible Resolutions

Depending on the nature of grievance, resolutions may include:

- Clarification or additional information
- Correction of records or issuance of certificates
- Partial or full refund
- Opportunity to retake the course
- Internal review and corrective action related to content or instruction

5. Refund and Cancellation Policy

At Crossroads4Hope, we are committed to providing high-quality, impactful professional development.

To ensure clarity and transparency for our participants, we adhere to the following policy regarding registration fees:

Asynchronous (On-Demand) Programs: Registration fees for asynchronous CE courses are non-refundable once purchase is completed.

Course Integrity & Support: Your learning experience and satisfaction are incredibly important to us. If you encounter any technical issues accessing your course, or if you have any questions or concerns regarding course content, please don't hesitate to reach out. We are here to support you.

Contact Us: For all concerns or support requests, please email us directly at rwerner@crossroads4hope.org

6. Documentation and Recordkeeping

Crossroads4Hope maintains records of all grievances, including:

- The complaint submitted
- Actions taken
- Final resolution

Records are securely stored and retained in accordance with regulatory requirements and are available to the Association of Social Work Boards ACE program upon request.

7. Continuous Quality Improvement

Grievance data is reviewed regularly by the CE leadership team and Social Work Consultant to identify trends and inform improvements in course design, delivery, and administration.

8. External Complaints

Participants may also submit complaints to relevant regulatory bodies, including the ASWB ACE program or applicable licensing boards. Crossroads4Hope will cooperate fully with any external review.

9. Transparency

This grievance policy is:

- Available upon request
- Included in CE materials and communications
- Provided during the application process for CE approval

10. Responsible Parties

- **CE Director** – Oversees grievance process and ensures compliance
- **Social Work Consultant (Licensed Social Worker)** – Participates in all grievance reviews and resolutions
- **Advisory/Review Support (as needed)** – Provides additional perspective to ensure fairness and objectivity