



UNT Center for Psychosocial Health Disparities Research

Procedures for Continuing Education Grievances

The UNT Center for Psychosocial Health Disparities Research complaint procedure is modeled after similar guidelines found in *APA Ethical Principles of Psychologists* for addressing questionable ethical behavior. It represents a stepped process for handling complaints at the earliest possible point and steadily graduates to higher levels of authority and responsibility if the complaint warrants such action.

1. The first step for addressing any complaint is to seek to resolve the complaint directly and expeditiously with the person or program involved. If the complaint is person specific, as in a presenter, the complainant is encouraged to address the concerns with the person and seek resolution there first. For a program or other concern that is not person specific, the complainant is directed to speak to the program proctor or the UNT Center for Psychosocial Health Disparities representative who is present at all CE programming to seek resolution. In most cases, problems/complaints are rectified here.
2. If the complaint is not resolved, the CE Administrator is contacted directly. The UNT Center for Psychosocial Health Disparities representative will assist the complainant in making such contact, and complainants may contact the UNT Center for Psychosocial Health Disparities representative office via 940-565-2671 or email directed to disparities@unt.edu. The CE Administrator will then endeavor to resolve the complaint to everyone's satisfaction expeditiously. All complaints are directed to the Administrator chair, who will investigate and provide a resolution to the complaint. The current UNT Center for Psychosocial Health Disparities Research CE Administrator is Dr. Jennifer Callahan (Jennifer.Callahan@unt.edu). If Dr. Callahan is the presenter of the program, then the CE Administrator for such programming is Dr. David Cicero (David.Cicero@unt.edu) and any complaints will be directed to Dr. Cicero for resolution.
3. If the complaint is still not resolved or the complainant is still not satisfied, the complaint will be brought to the UNT Center for Psychosocial Health Disparities CE Planning Committee by the CE Administrator for resolution. Any committee member at subject will be required to recuse from the Planning Committee's discussion. The UNT Center for Psychosocial Health Disparities CE Planning Committee will seek counsel from APA in reference to any complaint that cannot be resolved at this stage. The decision of the UNT Center for Psychosocial Health Disparities CE Planning Committee will be final.