

The National Alliance for Children's Grief is committed to conducting all activities strictly in conformance with the American Counseling Association's Code of Ethics and the National Association of Social Workers' Code of Ethics. The National Alliance for Children's Grief 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 Continuing Education Director in consultation with the members of the Education Committee and the staff of the National Alliance for Children's Grief.

While the National Alliance for Children's Grief goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the Continuing Education Director and/or National Alliance for Children's Grief staff that require intervention. When the same person serves as the CE director and social work consultant, the National Alliance for Children's Grief has an advisory committee (Continuing Education Advisory Council) made of two or more behavioral health or healthcare professionals that includes at least one licensed professional in a behavioral health field that will consult with the CE director/social work consultant when needed, to mediate complaints brought on by social workers that escalate to formal grievances. This procedural description serves as a guideline for handling such grievances.

When a participant, in written format via the online form found [HERE](#), files a grievance and expects action on the complaint, the following actions will be taken:

1. If the grievance concerns a presenter, the content presented by the presenter, or the presentation style, the individual filing the grievance will be asked to put their comments in written format via the online form found [HERE](#). The Continuing Education Director will then pass on the comments to the speaker, assuring the confidentiality of the individual reporting the grievance.
2. If the grievance concerns a workshop or symposium offering, its content, level of presentation, or the facilities in which the workshop was offered, the Continuing Education Director will mediate and will be the final arbitrator. The Continuing Education Director may use the following, in conjunction with other applicable options, to address the grievance: attempt to move the participant to another workshop or presentation, provide a credit for a subsequent year's workshop, or provide a partial or full refund of the workshop fee.
3. If the grievance concerns the National Alliance for Children's Grief's continuing education program, in a specific regard, the Continuing Education Director will attempt to arbitrate.

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4. If the Continuing Education Director is unable to resolve the grievance, the Continuing Education Director will bring in one licensed social worker staff member or consult with a licensed social worker on the Continuing Education Advisory Council (CEAC) for further assistance when a complaint escalates to a formal grievance. The consultation will be documented with the grievance.
5. If, and only if, the grievance concerns the Continuing Education Director, the Chief Executive Officer, Deirdra Flavin, should be contacted at deirdra.flavin@childrengrieve.org or 434-258-4432.