

## IAAGT'S POLICY ON GRIEVANCE PROCEDURES

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IAAGT is committed to conducting all of its activities in strict conformance with the ethical guidelines of all professional associations and societies. We 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 of professional conduct are the responsibility of the Association President or Conference Program Coordinator in consultation with at least two other officers of the Association.

While IAAGT goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, occasionally issues will surface and come to the attention of the conference staff that requires intervention and/or action on the part of the conference or program staff or an officer. Complaints are communicated to the conference planners, officers and/or board members as indicated below. Following are some of the sources of complaints that we envision being possible:

- From an Evaluation Form distributed to and collected from participants at all presentations and workshops used for CE credit.
- From the overall Conference Evaluation and Feedback Form at the conclusion of the conference/program.
- From participant feedback at the daily Process Group meetings that is then communicated from the process group leader to an officer.
- From informal communications and feedback from participants communicated to members of the conference planners or officers.

When a conference/program participant, either orally or in writing, files a grievance or expects action on the complaint, the following actions will be taken:

- If the grievance concerns a speaker/presenter, 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 writing and address them to the Association President. The president will then pass the comments/complaints on to the presenter while assuring the anonymity and confidentiality of the complainer (to the fullest extent possible). The president will then discuss the complaint with the presenter and communicate the results to the aggrieved participant.
- If the grievance concerns a program or workshop, its content, level of presentation, or the facilities in which it took place, the President or a designated fellow officer will mediate and attempt to arbitrate the matter. If the participant requests immediate action, the officer in charge may: a.) move the aggrieved person to another presentation/workshop; b.) provide a partial or full refund of their fee; or c.) provide credit for a subsequent conference or program.
- If the grievance concerns IAAGT's Continuing Education program in a specific regard, the CE Officer and the Social Work representative (when indicated) will be engaged by the president in mediating and arbitrating the matter.
- If a satisfactory resolution is not reached by employing the above actions, the grievance will be referred to the IAAGT Executive Committee and the complainant will be kept abreast of the status of the discussion. Negotiation to achieve a final resolution with the complainant may follow.
- If the grievance concerns fees or other matters pertaining to money paid for conferences, the matter will be discussed with the conference coordinator, treasurer and president to resolve the complaint in a manner that is satisfactory with the complainant.

Contact information for inquires about filing a grievance:

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