



December 7, 2020

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## Grievance Procedure

NEFESH International is fully committed to conducting all strict conformance activities with the American Psychological Association's Ethical Principles of Psychologists. NEFESH International will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and program participants' treatment. The monitoring and assessment of compliance with these standards will be the Continuing Education Committee's responsibility in consultation with the Psychology Committee, Online Professional Development Committee, the Community Relations Committee, the Programming Committee, and the Convention Committee.

While NEFESH International goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that may arise and require intervention and/or action on the part of the NEFESH staff an officer of NEFESH International. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following steps will be taken.  
If the grievance concerns a speaker, the speaker's content, or the presentation style, the individual filing the grievance will be asked to put his/her comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the workshop's facilities, the CE chair will mediate and be the final arbitrator. If the participant requests action, the CE chair will:
  - a) provide a credit for a subsequent year's workshop or
  - b) provide a partial or full refund of the workshop fee.



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Actions 2a and 2b will require a written note documenting the grievance for record-keeping purposes. The aggrieved individual need not sign the note.

3. If the grievance concerns NEFESH International CE program specifically, the CE Chair will attempt to arbitrate.

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Alternative contact name if the contact person is also the instructor

Contact name(s)\*: Jennifer Tziphora Wallach Psy.D  
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