



## **Continuing Education Grievance and Refund Policy**

Institute for Human Services is fully committed to conducting all activities in strict conformance with the Association of Social Work Board (ASWB)/ACE Standards requirements for approved continuing education providers; social work ethics, conduct, and values under applicable jurisdictional laws; and its mission.

Institute for Human Services 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 Director of Operations.

While the Institute for Human Services goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to our attention that require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a grievance arises pertaining to an Institute for Human Services Continuing Education program or process, the complainant is expected to notify the Continuing Education Administrator, either by phone or in writing, as soon as possible. The CE Administrator, in conjunction with the CE Social Work Consultant, will review the concern in a timely fashion and will respond via email. The written response will document the complaint/grievance and resolution of the issue.

If immediate resolution is not possible, the Director of Operations will bring the complaint to the Continuing Education Advisory Group within one month. All possible care will be taken to uphold the confidentiality of the complainant. The Advisory Group (consisting of Mike Nowlin, MSSA, LISW-S; Ronald Hughes, PhD, MSSA, LISW; Judith Rycus, PhD, MSW; and Nan Beeler, MSW) will formulate a response to the complaint and recommend action, if necessary, which will be conveyed directly to the complainant. For example, a grievance concerning a speaker will be conveyed to that speaker, and to those planning future educational programs. A grievance concerning a workshop offering, content, facilities, or costs may be resolved by modifications to future offerings, and/or by providing an alternative training opportunity, should that be possible.

Confidential records of all grievances, the process of resolving the grievance, and the outcome will be kept in secured files at the Institute for Human Services. All applicable written complaints/grievances and the agency's written response to

the complaints/grievances are also reported to the ASWB within Institute for Human Services' renewal application.

The Institute for Human Services understands that circumstances arise that may prevent registrants from attending pre-paid, live virtual training. A full refund (minus Eventbrite platform and credit card fees (less than 10% of total training cost) will be credited if a registrant cancels their training registration on the registration platform at least 7 days in advance of the training event. Within 7 days of the continuing education session, no refund will be issued. For asynchronous, on-demand courses, a full refund can be requested up until the participant begins the online course. After commencing the training, no refunds will be given.

Please contact the Continuing Education Administrator (Mike Nowlin, MSSA, LISW-S) at the Institute for Human Services to address any concerns, or if you have additional questions. He can be reached at ([mnowlin@ihs-trainet.com](mailto:mnowlin@ihs-trainet.com)), by mail at 1706 E Broad Street, Columbus, OH 43203 or call IHS at 614-251-6000.