
Grievance Policy

CONTINUING EDUCATION PROGRAM POLICIES AND PROCEDURES

**Defense Health Agency, J-7,
Continuing Education Program Office (CEPO)**

**1335 East West Highway
9th Floor,
Silver Spring, MD, 20910**



Grievance Policy

Overall Policy

DHA, J-7, CEPO is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. DHA, J-7, CEPO will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program learners. The monitoring and assessment of compliance with these standards will be the responsibility of the CE program administrator in consultation with the members of the CE program committee. While DHA, J-7, CEPO goes to great lengths to assure fair treatment for all learners and attempts to anticipate problems, there will be occasional issues brought to the attention of the Planning Committee, which require intervention and/or action on the part of the Planning Committee or an officer of DHA. This procedural description serves as a guideline for handling such grievances.

Grievance Actions

When a learner, either orally or in written format, files a grievance or expects action on the complaint, the following actions will be taken:

If the Grievance Concerns a Faculty

The content presented by the faculty, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE workshop moderator will then pass on the comments to the faculty, assuring the confidentiality of the grieved individual. If the grievance concerns serious allegations of ethical misconduct, the Planning Committee will employ necessary steps to minimize harm to learners and maintain the integrity and reputation of the profession.

If the Grievance Concerns a Workshop Offering

Its content, level of presentation, or the facilities in which the workshop was offered, the workshop moderator will mediate resolution of the complaint (unless the complaint was about the moderator) and will be the final arbitrator if the issue is resolvable at that level. If the learner requests further action, the workshop moderator will attempt to schedule the learner for a different workshop that addresses the concern area (e.g., if facilities related) or will review the content area/level of presentation concern.

- If not resolved, to the satisfaction of the learner, the workshop moderator will consult with and make a recommendation to the Planning Committee based on the concern. The Planning Committee will review the recommendation and act upon it, if determined appropriate by Planning Committee consensus. If the action results in modified content, workshop learners will be contacted and offered opportunity to receive the updated content.
- If the grievance concerns serious allegations of ethical misconduct, the Planning Committee will employ necessary steps to minimize harm to learners and maintain the integrity and reputation of the profession.

If the Grievance Concerns the DHA, J-7, CEPO Program, in a Specific Regard

The CEPO Branch Chief will attempt to arbitrate. Should that not suffice, the DAD-E&T will be asked to review the allegations or concerns and will arbitrate a resolution. If the grievance concerns serious allegations of ethical misconduct, the Planning Committee will employ necessary steps to minimize harm to learners and maintain the integrity and reputation of the profession, as well as the DHA, J-7, CEPO.



Documentation of Grievances

This program will maintain a list of all grievances of the program, including:

- a. Date of grievance
- b. Type of grievance
- c. How grievance was submitted (email, phone, mail)
- d. Name and contact information for individual submitting the grievance
- e. Date grievance was responded to
- f. Who responded to the grievance (POC: CEPO Branch Chief)
- g. How response to grievance was submitted (email, phone, mail)
- h. Text of response to grievance
- i. Date grievance was resolved

Annually report grievances in Annual Report provided to the DHA, J-7 leadership, as well as to APA CESA. Grievance log will be maintained by the CEPO Branch Chief.

Grievance Submission

To submit a complaint, or if you have additional questions, please contact the following:

PRIMARY – Dr. Lolita O’Donnell, 7700 Arlington Blvd, Suite 5101, Box #22 (Silver Spring Office), Falls Church, VA 22041, (301) 295-7146 Office, (240) 701-7328 Cell, lolita.t.odonnell.civ@mail.mil

SECONDARY – Dr. Katrina Lawrence, 7700 Arlington Blvd, Suite 5101, Box #22 (Silver Spring Office), Falls Church, VA 22041, (301) 295-7603 Office, katrina.n.lawrence.ctr@mail.mil

See Also:

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Joint Accreditation. (2013). Interprofessional Continuing Education Accreditation Criteria. Retrieved from <http://www.jointaccreditation.org>

Joint Accreditation. (n.d.). *Joint Accreditation Standards for Commercial Interest and definitions*. Retrieved from <http://www.jointaccreditation.org>

John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. 115-232

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National Defense Authorization Act for Fiscal Year 2017, Pub. L. 114–328, 130 Stat.

Publication Manual of the American Psychological Association, Sixth Edition, www.apastyle.org/manual/index.aspx

Stanford Medicine. (2014). Stanford CME Planning Documentation Worksheet & Application. Retrieved from <https://med.stanford.edu/content/dam/sm/CME/documents/examples/sample-application-online.pdf>



Tufts University School of Medicine: Office of Continuing Education. (2018). Policies and Procedures Manual. Retrieved from https://medicine.tufts.edu/sites/default/files/OCE_policies.pdf

United States Office of Personnel Management. (2011). Paperwork Reduction Act (PRA) Guide Version 2.0, as amended. Retrieved from <https://www.opm.gov/about-us/open-government/digital-government-strategy/fitara/paperwork-reduction-act-guide.pdf>