

CONTINUING EDUCATION PROGRAM POLICIES AND PROCEDURES

Grievance Policy

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

**7700 Arlington Blvd
Room 31M107
Falls Church, VA 22042**



Grievance Policy

Overall Policy

Defense Health Agency (DHA), J-7, Education and Training, Continuing Education Program Office (CEPO) is committed to conducting all activities in strict compliance with the standards and policies of continuing education (CE) accrediting organizations. DHA, J-7, CEPO will adhere to all legal and ethical responsibilities, ensuring non-discriminatory in promotional activities, CE program content, and delivery of CE activities, as well as in the treatment of learners. The CE Administrator, in consultation with the CEPO Education Team, will monitor and assess compliance with these standards. While DHA, J-7, CEPO strives for fair treatment and anticipates potential problems, occasional issues requiring intervention by DHA, J-7 Leadership may arise. This procedural outlines the process 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 Faculty

For grievances regarding content and presentation style, the individual will be asked to submit their comments in writing. The CEPO Education Team will then relay these comments to the faculty, ensuring the confidentiality of the individual. If the grievance concerns serious allegations of ethical misconduct, the CEPO Education Team will take necessary steps to minimize harm to learners and maintain the integrity and reputation of the profession.

If the Grievance Concerns a Activity Offering

For grievances concerning content, presentation level, or facilities, the CE Planner will mediate resolution. If the issue is resolvable at this level, the CE Planner's decision is final. If further action is required, the CEPO Education Team will provide information on alternative CE activities supported by CEPO that address the concern or will review the content or presentation level.

- If the learner remains unsatisfied, the CE Planner will consult with the CEPO Education Team and provide recommendation. CEPO Education Team will review the recommendation and take appropriate action based on the team consensus. If the action results in modified content, learners will be contacted and offered opportunity to receive the updated content.
- When a grievance involves serious allegations of ethical misconduct, CEPO Education Team is responsible for taking the necessary steps to minimize harm to learners and protect the integrity and reputation of the profession.

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

The CE Administrator will attempt to mediate the grievance. Should that not suffice, the Chief of the Education and Training Directorate will review the allegations or concerns and arbitrate a resolution. In cases concerning serious allegations of ethical misconduct, CEPO Education Team will take necessary steps to minimize harm to learners and uphold the integrity and reputation of the profession, as well as the DHA, J-7, CEPO.



Documentation of Grievances

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

- a. Date of grievance
- b. Type of grievance
- c. Name and contact information for individual submitting the grievance
- d. Date grievance was responded to
- e. Who responded to the grievance (POC: CE Administrator)
- f. Description of response to grievance
- g. Date grievance was resolved

Grievances will be outlined in CEPO's Quarterly Report and provided to the DHA, J-7 leadership, as well as to the accrediting bodies that require the information, as needed. The Grievance Log will be maintained by the CE Administrator.

Grievance Submission

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

Division Chief, Executive Skills, Continuing Education & Libraries, 7700 Arlington Blvd, Room 3M107, Falls Church, VA 22041, <https://www.dhaj7-cepo.com/>

Additional Resources

Accreditation Council for Continuing Medical Education. (2018). *ACCME Policy Regarding Inquiries and Allegations of Noncompliance*. <https://accme.org/resource/accme-policy-regarding-inquiries-and-allegations-noncompliance/>

Accreditation Council for Pharmacy Education. (n.d.). *Complaints*. <https://www.acpe-accredit.org/complaints/>

American Academy of Physician Associates. (n.d.). *Governance Documents & Policies*. <https://www.aapa.org/governance/governance-documents-policies/>

American College of Healthcare Executives. (n.d.). *ACHE Grievance Procedure*. <https://www.ache.org/about-ache/our-story/our-commitments/ethics/ache-code-of-ethics/ache-grievance-procedure>

American Health Information Management Association. (n.d.). *Program Compliance*. <https://www.ahima.org/certification-careers/certifications-overview/employer-resources/continuing-education-provider-program/>

American Nurses Credentialing Center. (n.d.). *Complaints Against a Certificate, Applicant or Non-Certificate Policy & Procedure*.



<https://www.nursingworld.org/certification/certification-policies/complaints-against-a-certificant-applicant-or-non-certificant/>

American Psychological Association. (2025). *Grievance Policy*.

<https://www.apa.org/education-career/ce/grievance-policy>

Association of Regulatory Boards of Optometry. (2024). *COPE Joint Providership Policy for COPE*

Accredited Providers. <https://www.arbo.org/cope/info>

Association of Social Work Boards. (2023). *ACE Handbook-ASWB*. [https://www.aswb.org/wp-](https://www.aswb.org/wp-content/uploads/2023/12/ACE-Handbook-12.2023.pdf)

[content/uploads/2023/12/ACE-Handbook-12.2023.pdf](https://www.aswb.org/wp-content/uploads/2023/12/ACE-Handbook-12.2023.pdf)

American Speech-Language-Hearing Association. (n.d.). *Complaints*.

<https://caa.asha.org/programs/complaints/>

Board of Certification for the Athletic Trainer. (2026). *Standards for BOC Approved Providers*.

<https://bocatc.org/document/2026-standards-for-boc-approved-providers/>

Commission for Case Manager Certification. (2023). *Code of Professional Conduct for Case Managers*.

<https://ccmcertification.org/about-ccmc/code-professional-conduct>

Commission on Dietetic Registration. (2025). *CDR CPEU Provider Policy Manual*.

<https://www.cdrnet.org/CDRCPEUPriorApprovalProgramProviderPolicyManual>

Dentists and Allied Dental Staff. (2025). *Rules Policies and Procedures*.

[https://ccepr.ada.org/-/media/project/ada-](https://ccepr.ada.org/-/media/project/ada-organization/ada/ccepr/files/ccepr_rules_policies_combined.pdf)

[organization/ada/ccepr/files/ccepr_rules_policies_combined.pdf](https://ccepr.ada.org/-/media/project/ada-organization/ada/ccepr/files/ccepr_rules_policies_combined.pdf)

Joint Accreditation. (n.d.). *Joint Accreditation Policy Regarding Inquiries and Allegations of Noncompliance*

that Arise Outside of the Accreditation Process. [https://jointaccreditation.org/documents/inquiries-](https://jointaccreditation.org/documents/inquiries-allegations-noncompliance-policy/)

[allegations-noncompliance-policy/](https://jointaccreditation.org/documents/inquiries-allegations-noncompliance-policy/)

National Board of Certified Counselors. (n.d.). *Ethics Filing a Complaint*.

<https://www.nbcc.org/ethics/complaints>

Tufts University School of Medicine: Office of Continuing Education. (2018). *Continuing Education Policies*.

<https://medicine.tufts.edu/education/continuing-education/policies>