

# **Continuing Education Grievance Policy for MI Academy/MI Center for Change Learning Participants**

**Created by: Hillary Logan, LCSW, LCAS**

**MI Center for Change, LLC**

## **Introduction**

At MI Center for Change, LLC, we aim to foster good relations among all trainers and participants. We acknowledge that grievances can occur at any time.

MI Center for Change, LLC Grievance Policy clearly outlines below all procedures that participants should follow to resolve any grievance and how the Company will handle a formal complaint.

The Grievance Policy is posted in all of the MI Center for Change, LLC offices/worksites and will be posted on the website. This policy is specific to the CE program.

## **Purpose of the Policy**

MI Center for Change, LLC wishes to provide an opportunity for participants to express their grievances without compromising their enrollment. We have established this Grievance Policy to foster good relations and ensure that grievances are addressed effectively, respectfully, and timely without any delay. MI Center for Change staff should clearly understand this Policy and follow it to the letter whenever grievances arise.

## **Scope of the Policy**

The Grievance Policy applies to all participants or learners in the virtual MI Academy or receiving agency training, in person or virtual.

## **Policy Elements**

### **Introduction**

MI Center for Change, LLC defines a grievance as a participant's concern, problem, or complaint regarding the course or programming.

MI Center for Change, LLC aims to address participant concerns amicably within a short time. Grievances can arise from:

- Behavior or decisions that participants find upsetting, unjust, or unfair
- Any form of discrimination based on religion, age, disability, marital status, ethnic origin, sex, sexual orientation, race, or gender.
- Harassment and bullying
- Poor treatment by the management or trainers
- Violation of the terms and conditions outlined in MI Center for Change website
- Any other issue affecting the participants engagement in learning

## Grievance Resolution Procedure

In the event of a grievance, MI Center for Change, LLC recommends that the involved parties solve the grievance informally using the following procedure:

- Talking to each other directly
- Mediation by a supervisor or another employee, social work consultant, or consulting psychologist.
- The supervisor or another employee will evaluate the situation and assist the involved participants or parties in reaching an agreement and solving the grievance amicably.

If a participant cannot resolve the grievance informally, MI Center for Change, LLC requires them to report the grievance to the management. When resolving the grievance, MI Center for Change, LLC requires all involved parties to cooperate and uphold good communication skills to resolve the issue faster and more efficiently.

When filing a grievance formally, MI Center for Change, LLC specifies that the participants should either:

- Submit a written grievance to MI Center for Change administrative staff Aided Sanchez at [admin@micenterforchange.com](mailto:admin@micenterforchange.com)
- For social workers, submit a written grievance to the social work consultant Christine Miles, LCSW at [chrismiles@micenterforchange.com](mailto:chrismiles@micenterforchange.com). The social work consultant will be involved in all grievance resolutions for social workers.
- For psychologists, submit a written grievance to consulting psychologist Deirdra Frumm-Vassallo at [drfrumvassallo@gmail.com](mailto:drfrumvassallo@gmail.com)
- If a participant is not satisfied with how a grievance is resolved by the above process, they should request an appeal and submit it to Christine Miles, the consulting social worker at [chrismiles@micenterforchange.com](mailto:chrismiles@micenterforchange.com) or the consulting psychologist Deirdra Frumm-Vassallo [drfrumvassallo@gmail.com](mailto:drfrumvassallo@gmail.com)

MI Center for Change, LLC aims to resolve grievances in the shortest time possible, or within 5 business days.

Effective Date: Jun 1, 2023

This procedure has been approved and authorized by:

Jun 1, 2023

*H. Logan*

Hillary Logan, LCSW, LCAS