



## **Informal Resolution of a Complaint or Grievance**

IFIOC encourages any organization or individual with concerns regarding course content, facilities, non-receipt of certificates and miscellaneous occurrences offered by IFIOC to bring these concerns to the attention of the acting Director of Continuing Education.

### **Who Can File A Complaint?**

All participants of IFIOC trainings may file a complaint/grievance.

IFIOC will not take any action to discourage a participant from filing a complaint or grievance. IFIOC will take no action to retaliate against a participant for making a complaint, expressing a grievance, providing information in writing to the accrediting body or questioning the conduct of, or expressing an opinion about, the performance of IFIOC.

### **Types Of Complaints**

Complaints may be filed regarding course content, facilities, non-receipt of certificates and/or miscellaneous occurrences of IFIOC which raise an issue of non-compliance with the Association of Social Work Boards (ASWB/ACE). All formal complaints/grievances must:

- Can be submitted by filling out IFIOC's "Formal Complaint/Grievance Form" or
- Be in writing, signed and dated by the complainant or submitted by email
- Describe with specificity the actions/services upon which the complaint is based and when they occurred
- Be addressed to the Director of Continuing Education
- Be sent in a manner that allows the complainant to demonstrate receipt by IFIOC

### **IFIOC Responses to Formal Complaint/Grievance**

IFIOC's Director of Continuing Education will acknowledge receipt of the complaint in writing within 30 days of receipt. For complaints that are time sensitive, the review process will be expedited accordingly. The Director of Continuing Education in consultation with the social work consultant will review the complaint and may contact the individual/organization filing the complaint with additional questions. As appropriate to the specific complaint, the Director of Continuing Education or the social work consultant will then conduct an internal review to further assess the appropriate response to the complaint. The review may include but is not limited to:



- Discussions with staff members or network agencies involved with the provision of services in question
- Discussions with the complainant to gather additional information. Please note that the cooperation from the complainant is critical to the review process
- Review of agencies policies and procedures related to the complaint

### **Complaint Resolution**

Once the review process is complete, IFIOC's Director and/or the Director of Continuing Education will respond in writing to the complainant regarding the findings of the review process and what action (if any) is going to be taken to address the concerns raised.

Possible resolutions include, not are not limited to:

- No action, if no convention policy or procedure has been violated
- Corrective action to ensure compliance with convention policy and procedures

### **Refunds and Cancellations**

If a registrant cancels 72 hours prior to the start of a course a full refund will be issued; rescheduling to a different date is always encouraged. If a registrant cancels within 72 hours of the start of a course no refund will be issued.

If IFIOC cancels course all paid registrants will receive a full refund.

### **Continuing Education Credit For Participants**

Upon completion of an in person course a certificate will be given to the attendees who have pre-registered for the course. For those who sign up on the day of the event, or not thru our website, a certificate will be emailed within 5 days of course completion

### **Participant satisfaction**

Any CE participant who is not satisfied for any reason should contact the acting Director of Continuing Education at 509-241-3794 or email Jan Grothe at [jan.grothe@ifioc.com](mailto:jan.grothe@ifioc.com) within 30 days of the CE event. IFIOC will respond to grievances from participants in a timely and ethical manner.

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