**Jewish Social Service Agency (JSSA) Grievance Procedure for Participant Complaints Regarding Continuing Education**

JSSA is fully committed to conducting all activities in compliance 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 is the responsibility of JSSA’s Training Institute Director in consultation with JSSA’s Chief Operating Officer.

While JSSA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of JSSA staff which require intervention and/or action on the part of JSSA staff. This procedural description serves as a guideline for handling such grievances.

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

**1**. If the complaint is filed orally, the complainant will be asked to put his/her comments in written format.

**2**. In the case of a stand-alone workshop or seminar –

a. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the complainant will be asked to put his/her comments in written format. JSSA’s Training Institute Director will then pass on the comments to the speaker, assuring the confidentiality of the aggrieved individual.

b. If the grievance concerns the workshop or seminar topic, level of presentation, or the facilities in which the workshop/seminar was offered, JSSA’s Training Institute Director will mediate. If the complainant requests action, they will have the option of:

i. Choosing a refund of the workshop/seminar fees and receiving no continuing education credit

ii. Accepting the continuing education credit for the workshop/seminar with no refund of fees and the grievance will be forwarded to JSSA’s Training Institute Director and COO for review.

**3**. If the grievance concerns aspects of JSSA’s CE program in general, JSSA’s Training Institute Director will attempt to arbitrate.

Please contact Kiran Dixit, JSSA’s Training Institute Director, at traininginstitute@jssa.org to submit a complaint, or ask additional questions about our programs.