

Policy and Procedure for Educational Program Grievances

Policy: The ICHP Executive Director, in conjunction with the Division of Educational Affairs, will review all grievances filed by participants of ICHP co-sponsored educational programs.

Procedure:

- a. The grievance must be submitted in writing at least 14 days prior to a scheduled program for cancellation of registration or within 30 days after participating in the scheduled program if the grievance is filed on a program quality issue.
- b. Whether the grievance pertains to refund of tuition or registration fees in advance to the program or following participation in an educational offering, the Executive Director will evaluate the situation and respond:
 - in writing with a check for the refund amount,
 - a letter describing a clear failure to comply with the printed refund policy,
 - or an overall dismissal of the grievance citing all reasons for dismissal.
- c. If the aggrieved does not accept the Executive Director's evaluation of the situation, he or she may respond in writing, within 30 days of receipt of the Executive Director's response and provide additional information, or request that the grievance be reviewed by the members of the Division of Educational Affairs.
- d. The Director of Educational Affairs will coordinate the evaluation and respond in writing with the results of the evaluation to the aggrieved. The decision of the Division of Educational Affairs is final.
- e. In the case of refund of tuition or registration fees, ICHP will only be responsible for the fees paid to ICHP by the participant. ICHP is not responsible for travel related expenses or lost work time.
- f. Potential reasons for filing a grievance:
 - Extremely poor speaker quality
 - Problems with the facility that substantially prevented learning or completion of the program
 - Program failed to meet a majority of its educational goals