

THE BOSTON PSYCHOANALYTIC SOCIETY AND INSTITUTE

GRIEVANCE PROCEDURE

The Boston Psychoanalytic Society and Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Boston Psychoanalytic Society and Institute will comply 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 will be the responsibility of the Education Chairs in Consultation with the members of the Continuing Education Committee, the Boston Psychoanalytic Society and Institute's Program Chairpersons and our Managing Director and Senior Administrator.

While the Boston Psychoanalytic Society and Institute 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 the administrative staff which require intervention and/or action on the part of the administrative staff or officers/program chairs of the Boston Psychoanalytic Society and Institute. This procedural description serves as a guideline for handling such grievances.

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

1. If the grievance concerns a speaker/faculty member, the content presented by the speaker/faculty member, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Chairs and Education Program Chairs will then pass on the comments to the speaker/faculty, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop/course/program offering, its content, or level of presentation the Education Program Chairs will mediate and be the final arbitrators. If it involves the facilities, the Managing Director and Senior Administrator will mediate and will be the final arbitrator. If the participant requests action, the following action will be taken.
 - a. Attempt to move participant to another workshop/course/program
 - b. Provide a credit for a subsequent year's workshop/course/program or
 - c. Provide a partial or full refund of the workshop/course/program fee

Action 2 B and 2 C will required a written note documenting the grievance for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the Boston Psychoanalytic Society and Institute CE program, in a specific regard, the CE Chair will attempt to arbitrate.

Please address any questions or concerns about your experience at this or any program or event you have attended at the Boston Psychoanalytic Society and Institute to the Program Chair, via the Senior Administrator/Continuing Education Administrator, BPSI, 141 Herrick Road, Newton Centre, MA 02459; office@bps.org; 617.266.0953.