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Riverbend Integrative Trauma Treatment is fully committed to conducting all activities in strict conformance with the American Psychological Association's Sponsor Approval System and Ethical Principles of Psychologists, the National Board of Certified Counselors (NBCC) Ethics Principles, and the Association of Social Work Boards (ASWB) requirements for Approved Continuing Education (ACE) providers; social work ethics, conduct, and values under applicable jurisdictional laws; and its mission.

Riverbend Integrative Trauma Treatment 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 Director of Continuing Education in consultation with the CE Social Work consultant. It is the responsibility of the Director of Continuing Education in consultation with the CE Social Work Consultant to monitor and assess compliance of Riverbend Counseling Group's Continuing Education (CE) Program with Association of Social Work Boards (ASWB) requirements for Approved Continuing Education (ACE) providers; social work ethics, conduct, and values under applicable jurisdictional laws; and its mission.

While Riverbend Integrative Trauma Treatment goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to our attention that require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

When a grievance arises pertaining to a Riverbend Integrative Trauma Treatment Continuing Education program or process, the complainant is expected to notify the Director of Continuing Education, either by phone or in writing, as soon as possible so that the nature of the concern may be addressed in a timely fashion. When the grievance involves a social worker, the Director of Continuing Education will review complaints. The written response will document the complaint/grievance and the involvement of the Social Work CE Consultant in the discussion and resolution of the issue.

If immediate resolution is not possible, the Director of Continuing Education will bring the complaint to the CE Social Work Consultant within one month. All possible care will be taken to uphold the confidentiality of the complainant. The CE Social Work Consultant will formulate a response to the complaint and recommend action if necessary, which will be conveyed directly to the complainant. For example, a grievance concerning a speaker will be conveyed to that speaker and also to those planning future educational programs. A grievance concerning a workshop offering, content, facilities, or costs may be resolved by modifications to future offerings, and/or by providing an alternative training opportunity, should that be possible. Confidential records of all grievances, the process of resolving the grievance, and the outcome will be kept in locked files of the Director of Continuing Education. All applicable written complaints/grievances and the CE Program's written response to the complaints/grievances are also reported to the ASWB within Riverbend Counseling Group's ACE approval renewal application.

Please contact the Director of Continuing Education to submit a complaint or if you have additional questions. The Director of Continuing Education is Camilla Gaudioso (camilla@riverbendcounseling.net)

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