

**APPENDIX G**  
**GUIDELINES FOR HANDLING GRIEVANCES**  
**APA Division 19: Society for Military Psychology**  
**Division 19 Continuing Education Committee**

The Society for Military Psychology (Division 19) includes the Division 19 Continuing Education Committee. This committee is approved by the American Psychological Association Office of Continuing Education Sponsor to develop and implement continuing education activities for psychologists that meet APA standards. **Division 19 is fully committed to conducting all continuing education activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Division 19 Continuing Education Committee 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 Chair in consultation with the members of the Division 19 Continuing Education committee.

While Division 19 Continuing Education Committee goes to great lengths to assure fair treatment for all participants in continuing education programs approved by this committee and attempts to anticipate problems, there will be occasional issues which come to the attention of the committee which require intervention and/or action on the part of the chair of the committee. The following procedural description serves as a guideline for handling such grievances.

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

If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the convention chair will mediate and will be the final arbitrator. If the participant requests action, the convention chair will:

- a) attempt to move the participant to another workshop or
- b) provide a credit for a subsequent year's workshop or
- c) provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require 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 **Division 19** Continuing Education Committee, the chair of the committee will attempt to arbitrate, unless the complaint involves the Chair, at which time the Division 19 Executive Committee will be provided the complaint for review.

To submit a complaint or if you have additional questions, please contact Freddy A. Paniagua, Ph.D., Chair, Division 19 Continuing Education Committee, at [faguapan@aol.com](mailto:faguapan@aol.com), or 409-771-2498.

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