



Society for
MILITARY PSYCHOLOGY
★ DIVISION 19 ★

APPENDIX G
GUIDELINES FOR DEALING WITH PARTICIPANT COMPLAINTS
APA Division 19: Society for Military Psychology

The Society for Military Psychology (Division 19) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The Society for Military Psychology (Division 19) will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and the treatment of program participants.

The Society for Military Psychology (Division 19) includes the Division 19 Continuing Education (CE) Committee (among other standing committees in this society). The main function of this committee is to review and make a decision regarding continuing education programs submitted to Div. 19 via its Div. 19 CE Committee. While Division 19 goes to great lengths to assure fair treatment for all participants in continuing education programs approved by the Division 19 CE Committee and attempts to anticipate problems, there will be occasional issues which come to the attention of this committee which require intervention and/or action on the part of this committee. The monitoring and assessment of compliance with APA standards will be the responsibility of the chair of Division 19 CE Committee in consultation with other members on this committee. The following 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 actions will be taken.

1. 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 Div. 19 CE Committee 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 Div. 19 CE Committee Chair will mediate and will be the final arbitrator. If the participant requests action, the chair of this committee 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 this committee will attempt to arbitrate, unless the complaint involves the Chair and in this situation the complaint will be sent to the Division 19 Executive Committee for review.

Please contact Freddy A. Paniagua, Ph.D., Division 19 CE Committee Chair, 805 Frost Proof Drive, Weslaco, Texas 78599, faguapan@aol.com, 409-771-2498, to submit a complaint, or if you have additional questions.

Revised: February 25, 2020