

# The Foundation for Human Enrichment

## GRIEVANCE PROCEDURE

The Foundation for Human Enrichment (FHE) is fully committed to conducting all activities in strict conformance with the organizations governing its status as a continuing education provider. The Foundation for Human Enrichment 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 CE Program Administrator in consultation with the FHE's Executive Director and the members of the grievance committee.

While the Foundation for Human Enrichment 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 the Executive Director. This procedural description serves as a guideline for handling such grievances.

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

1. If the grievance concerns an instructor, the content presented by the instructor, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format (see attached form). The Executive Director will review said form with the grievance committee, and fair procedures and due process will be decided on democratically. The grievance committee will then pass on the comments to the instructor, assuring the confidentiality of the grieved individual. Documentation will be saved and used to improve future courses.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE Administrator, the Executive Director or the grievance committee will mediate and will be the final arbitrator. If the participant requests action, the Executive Director or CE Administrator may:

- 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, and will be reviewed on a case by case basis. The note need not be signed by the grieved individual.

3. If the grievance concerns Foundation for Human Enrichment CE program, in a specific regard, the CE Administrator will attempt to arbitrate, and save the documentation grievance, and procedures followed. If the Participant is dissatisfied with the results they may file a complaint with the relevant licensing board.

4. If the grievance is about facility or about miscellaneous occurrences, participants will have been sent the online Evaluation after each module. This Evaluation allows participants to rate and write reviews of the instructor, course objectives, facility, coordinator, assistants, and overall safety of the course and its container. If the participant would like to take further action, they may do so by filling out the attached form, and submitting it to the contacts listed below.

Please contact:

CE Administrator – Kerry Love, 303-652-4035 ext. 24, [klove@traumahealing.org](mailto:klove@traumahealing.org)  
Domestic Programs Manager – Sonja Cole, 303-652-4035 ext 23, [SCole@traumahealing.org](mailto:SCole@traumahealing.org)