



# NACHAS CONSULTING

*Highly Skilled Specialists Utilizing a Team Approach for Your  
Child Assessments      Groups Individual Therapy*

## GRIEVANCE POLICY

Nachas Consulting is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Nachas Consulting 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 in consultation with the advisory board of the Nachas Consulting continuing education committee.

While Nachas Consulting 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 our staff which require intervention and/or action on the part of our staff. 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 actions will be taken.

1. If the grievance concerns a presenter, the content presented by the presenter, 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, Nachas Consulting director will mediate and will be the final arbitrator. If the participant requests action, Nachas Consulting director will:
  - a) attempt to move the participant to another workshop or
  - b) provide a credit for a subsequent 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 Nachas Consulting's CE program, in a specific regard, the director will attempt to arbitrate.

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