

Grievance Policy for Pathways Learning & Development

Section G: Grievances ASWB

Refund Requests: Since PLAD is funded by the corporation, learners affiliated with the Pathways family of companies are not charged fees for participation in our Tele-class or workshop courses. On a limited basis, we will offer CE for workshops we hold in various communities for professionals not employed by Pathways. We do not charge fees for those workshops either, rather we offer them as an educational opportunity and service to other professionals who are also serving children, youth, and families in need.

As we are not a for-profit educational enterprise and learners participate in PLAD courses as either a benefit of their employment or a cooperative community event, much goodwill surrounds our courses. As we do not collect payments from learners, no money grievances have ever been an issue.

Complaints about Course Content/Certificates/Miscellaneous Occurrences: We have established procedures for documenting attendance which students need to comply with in order to earn their credit. Learners at live workshops must sign in and out and attend the entire session, and submit a course evaluation to earn credit. Learners in our live interactive tele-classes must attend 80% of our tele-courses “live” (meaning they must be present for at least 80% of class, as verified by phone transcript and entry of beginning and ending attendance codes). Learners are allowed to miss occasional “live” attendance (20% of a tele-course for example 1/5 sessions in a 5 week 5 session course) and still earn credit if they make up what they missed by listening to the course recording and still entering their attendance codes. At the end of the course, learners must complete a course evaluation, and pass a post-test on content in order to earn their CE hours.

In the case of a grievance, we will seek to address the grievance issue amicably within the standards we have set for course completion and the documentation available. Review of all attendance records, attendance codes records, post-test, and evaluation pertaining to the grievance would commence. If the learner cannot be granted credit, we would have option to allow the learner to take the course again at its next offering.

If a learner submitted a grievance regarding a PLAD course regarding earned credit or any other concern, the grievance would be handled by PLAD’s Director of Continuing Education in consultation with the Social Work consultant. We would ask that:

- The complaint or grievance be submitted in writing by the participant and would ensure that we respond in a timely and ethical manner.
- The letter would be reviewed by the Director of Continuing Education (Dr. Christina Watlington) and the Social Work Consultant (Dr. Debi Grebenik).
- The issue would be discussed.
- A hearing would be provided, giving the participant the opportunity to support his/her concern by arguments and, if need be, the proof however formal.
- The decision will be made democratically.
- The information will be shared and utilized to improve future courses.
- PLAD will respond to the participant in writing.

A clear understanding of the concern would be pursued by speaking with the learner, and advising the learner that a written determination would be made if further review was needed. We would also keep a record of each complaint and the resolution for reporting to our Continuing Education boards.

A grievance statement is included in our promotional materials: If you have questions or concerns contact us in writing at CUP@pathwayshealth.com at any time within 7 days of the conclusion of the course.