

## Community Solutions Training Grievance Procedure

Community Solutions is committed to providing high-quality professional development opportunities that are ethically and legally compliant and in alignment with our agency values and service philosophy principles. Trainings that are provided by Community Solutions shall include content, promotional materials, and customer service that comply with our agency non-discriminatory policy. The oversight of compliance with these expectations will be the responsibility of the training division director in consultation with the agency's chief operations officer and chief executive officer.

While Community Solutions has policies and protocols in place that are strictly followed to ensure fair treatment to all training participants, we do understand that there may be occasions that require intervention and/or action on the part of agency leadership. This procedural description serves as a guideline for handling such grievances.

When a participant files a complaint, the following actions will occur:

1. The participant will be asked to detail the complaint in the form of feedback on their course evaluation.
2. If the participant would like to submit a formal complaint, the participant will be asked to put their concerns in writing and submit via email to the training division director at [training@communitysolutions.org](mailto:training@communitysolutions.org).
3. The training division director will review the complaint to determine next steps.
4. If the written complaint concerns a facilitator, training content presented by a facilitator, and/or the format or style of a presentation, the written concerns from the participant will be shared with the facilitator by the training division director, while ensuring confidentiality of the participant.
5. If the written complaint is in regards to continuing education (CE) units, the training division director will meet with the individual and review the CAMFT guidelines for CE administration.