



## **The University of Alabama School of Social Work Continuing Education Program Grievance Policy**

The University of Alabama School of Social Work's Continuing Education (CE) Program is committed to providing high-quality educational experiences that are respectful, inclusive, and professionally enriching. We value all feedback and are dedicated to addressing concerns in a timely, ethical, and effective manner per the standards of the **Alabama Board of Social Work Examiners (ABSWE)**.

This grievance policy applies to all participants of CE events, including live workshops, webinars, and asynchronous content delivered through the UA School of Social Work CE Program.

### **Types of Grievances Covered**

Grievances may include, but are not limited to:

- Content that is inaccurate, outdated, biased, or offensive
- Presenter behavior is not aligned with the NASW Code of Ethics
- Accessibility issues or lack of accommodations
- Concerns about the CE credit process (certificate errors, tracking, etc.)
- Program administration issues (e.g., registration, cancellations, refunds)

### **How to File a Grievance**

Grievances should be submitted in writing within **30 calendar days** of the event or issue. All grievances will remain strictly confidential.

Include:

- Your name and contact information
- Title and date of the CE activity
- Detailed description of the grievance, including specific facts or evidence
- Any supporting documents or communication

You may submit your grievance to:

- **Email:** [crmccrorie@ua.edu](mailto:crmccrorie@ua.edu) (Christa McCrorie, The University of Alabama School of Social Work, Continuing Education Coordinator)

## **Grievance Review Process**

1. Acknowledgment: You will receive an acknowledgment of receipt within 14 business days.
2. Review: The grievance will be reviewed by the Continuing Education Coordinator and the Director of Experiential Programs and Community Partnerships, if necessary, forwarded to the Associate Dean of Professional Advancement and Assessment for further review.
3. Decision: A written response and proposed resolution will be provided within 30 business days of receiving the grievance.
4. Appeal: If you are dissatisfied with the outcome, you may submit a written appeal within 10 business days of the decision. The appeal will be reviewed by a higher administrative authority (e.g., Dean's office), and a final decision will be made within 30 business days.

## **Possible Resolutions**

- Partial or full refund
- Certificate reissuance
- Program improvement or procedural change
- Modifying future course offerings
- Offering an alternative training opportunity
- Referral to the appropriate university or licensing body for further investigation (if necessary)

## **Confidentiality**

All grievance matters are handled with strict confidentiality. Only individuals directly involved in resolving the grievance will have access to the submitted information.

## **Non-Retaliation**

Filing a grievance will not result in retaliation. We encourage open and respectful communication to improve our programming.

## **Contact**

For any questions about this policy, please contact:

**Christa McCrorie, The University of Alabama School of Social Work Continuing Education Coordinator**

[crmccrorie@ua.edu](mailto:crmccrorie@ua.edu)