



THE POSTPARTUM STRESS CENTER

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PROCEDURE FOR COMPLAINT AND GRIEVANCE MANAGEMENT

1. Complaint or grievance must be submitted in writing by training participant.
2. Letter is reviewed by Karen Kleiman, MSW, LCSW and Marcie Weiner, PsyD
3. Details of the issue of concern will be discussed.
4. Fair procedures and due process are part of our policy. The participant will be provided the opportunity to support her/his concerns or allegations
5. The decision to resolve the dispute will be made democratically.
6. Information will shared and utilized to improve future courses.
7. The PPSC will respond to the participant in writing.

*This PPSC procedure has been adapted from the Association of Social Work Boards ACE (Approved Continue Education) Resource: Grievance Policy Guidelines