



## Grievance Procedure

**Humintell, LLC** is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. **Humintell, LLC** 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 Continuing Education Administrator, Sayaka Torra.

While **Humintell, LLC** goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require intervention and/or action on the part of an officer of **Humintell, LLC**. This procedural description serves as a guideline for handling such grievances.

1. When a participant, in written format, files a grievance and expects action on the complaint, the following actions will be taken. If the grievance concerns the content or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format.

2. If the grievance concerns an online course offering, its content, level of presentation, or the format in which the online course was offered, the CE administrator will mediate. If the participant requests action, the CE administrator will:

- a) attempt to move the participant to another online course or
- b) provide a credit for a different online course or
- c) provide a partial or full refund of the online course 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 a specific **Humintell, LLC** CE program in a specific regard to content, the CE administrator will receive the grievance and de-identify the individual who submitted the grievance by removing any identifying information (name, email, etc). The CE administrator will pass the main message of the grievance on to the program planners/instructors so that it may be handled properly.

Contact name(s)\*: Sayaka Torra

Email(s): [s.torra@humintell.com](mailto:s.torra@humintell.com)

Telephone number(s): 510-620-9668

Address: PO Box 1304 El Cerrito, CA 94530