Grievance Procedure

The Department of Psychology at the University of Denver is fully committed to conducting all activities in strict conformance with the American Psychological Association’s Ethical Principles of Psychologists. The Department of Psychology at the University of Denver 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 Education Chair in consultation with the members of the Clinical Area Advisory Committee.

While the Department of Psychology at the University of Denver goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of staff which require intervention and/or action on the part of the staff of the Department of Psychology at the University of Denver. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CE chair will mediate and will be the final arbitrator. If the participant requests action, the CE chair will:
   a) provide a credit for a subsequent workshop or
   b) provide a partial or full refund of the workshop fee.

Actions 2a and 2b 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 the Department of Psychology at the University of Denver’s CE program, in a specific regard, the CE Chair will attempt to arbitrate.

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If there are concerns related to Omar Gudino, PhD, ABPP in his role as an instructor or as CE Chair, please contact:

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