

## **Grievance Procedure for Continuing Education Activities**

Beyond Measure Wellness Collaborative, LLC (Beyond Measure) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists and requirements set forth by the Commission on Dietetic Registration (CDR). Beyond Measure 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 APA CE Program Administrator and CDR Accountable Contact in consultation with Beyond Measure's Leadership Team.

**APA CE Program Administrator:** Erika Jung, PhD

**Email:** [erika@beyondmeasuresfbay.com](mailto:erika@beyondmeasuresfbay.com)

**Telephone number(s):** 650-332-9921

**Address:** 617 Veterans Blvd, Suite 101, Redwood City, CA 94063

**CDR Accountable Contact:** Matthew Arnone, MS, RD

**Email:** [matt@beyondmeasuresfbay.com](mailto:matt@beyondmeasuresfbay.com)

**Telephone number(s):** 650-356-8815

**Address:** 617 Veterans Blvd, Suite 101, Redwood City, CA 94063

**Leadership Team:** Erika Jung, PhD; Salena Schapp, PsyD; Matthew Arnone, MS, RD; Samantha Finkelstein, RD

**Email:** [info@beyondmeasuresfbay.com](mailto:info@beyondmeasuresfbay.com)

**Telephone number:** 650-332-9583

**Address:** 617 Veterans Blvd, Suite 101, Redwood City, CA 94063

While Beyond Measure goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, the following procedural description serves as a guideline for handling formal grievances and complaints pertaining to continuing education courses, workshops, instructors, and program administration.

The individual filing the grievance will be asked to put their comments in written format addressed to the APA CE Program Administrator and to include:

1. Details about the basis of their grievance
2. What specific action(s) or outcome(s) they are requesting in order for it to be resolved
3. Whether they wish their identity to be withheld from the Leadership Team or other relevant parties in discussions and documentation of the grievance

The APA CE Program Administrator will bring the matter to the attention of the Leadership Team for consultation and discussion about how best to proceed. Examples of possible outcomes may include, but are not limited to:

1. APA CE Program Administrator provides participant feedback to the course instructor.
2. Participant is offered credit that can be applied toward a different CE course.
3. Participant is offered a partial or full refund for the CE course fee.

If the APA CE Program Administrator is the subject of the grievance, the grievance should be addressed to:

**Alternate Contact:** Salena Schapp, PsyD

**Email:** [salena@beyondmeasuresfbay.com](mailto:salena@beyondmeasuresfbay.com)

**Telephone number:** 650-356-8305

**Address:** 617 Veterans Blvd, Suite 101, Redwood City, CA 94063

All grievances will be responded to in writing within 15 business days. APA CE Program Administrator and Alternate Contact are responsible for keeping a written record of grievances and how they were addressed.