Writing a Grievance Policy

CAMFT-approved providers must have written policies and procedures for complaint and grievance management. Be sure your grievance policy acknowledges the following:

- Refund requests
- Complaints about course content
- Complaints about facilities
- Complaints about non-receipt of certificates
- Complaints about miscellaneous occurrences

Grievance policy usually applies to complaints or disputes occurring between a CE participant and CE provider.

Providers must respond to all complaints received by the provider, the BBS, or CAMFT in a timely and ethical manner.

A record of each complaint and the resolution must be kept and reported to CAMFT in the initial and subsequent renewal applications.

A grievance statement must be included in promotional materials: “If you have questions or to report grievances please contact ______________.”