

Gameplan Therapy CE Program Grievance Procedure:

These written procedures will be available upon request.

The CE participant complaint procedures for Gameplan Therapy will apply to complaints related to CE programs, instructors, facilities and staff.

Procedures for CE Program participants:

If a complaint cannot be resolved informally then the complainant will be able to obtain and submit a complaint form which will be available on the Gameplan therapy website in the section dedicated to Continuing Education. The individual filing the grievance will be asked to put his/her comments in written format. All forms can be sent to the CE Program Director, Dr. Sarah Haider.

Complaints will remain confidential, and issues should ideally be addressed through direct negotiation between pertinent parties to achieve resolution. The CE Program Director, Dr. Sarah Haider will assist the complainant and will facilitate a meeting with the respondent to negotiate a resolution. Upon resolution of the complaint, a written notification will be sent to both parties to communicate the outcome.

If the complaint is not resolved, the CE Program Director, Dr. Sarah Haider will conduct an investigation and schedule a formal meeting. The CE Program Director, the complainant, the respondent and any other parties including additional Gameplan Therapy CE committee members will be notified of the date of the meeting. Any decision necessary to address and resolve a complaint will consider the information, narrative, or evidence provided by each party. The CE Program Director, Dr. Sarah Haider will make a binding decision after the meeting and communicate that decision to both parties in writing.

Either party will retain the right to appeal to the CE Program Director. Any requests for appeal and reconsideration will be submitted to the CE Director and/or committee and their findings and decision will be final. The appeal must be based only on the initial information before the Director and/or committee at the time of its initial decision. The appeal may not include revised or additional information. If the complaint is against the CE program Director/instructor, Dr. Sarah Haider that complaint will be given to another Gameplan Therapy CE committee member, Dr. Michelle Witkin. Dr. Witkin will follow the procedure process listed above and will consult with a third committee member, Dr. Jesse Siegel if there were more questions or issues of concern. Once the complaint has been resolved, it will be kept in a sealed envelope and given to the program administrator, Danielle Dunne to be filed securely in the Gameplan Therapy office.

The complaints will be resolved in a timely manner with all parties demonstrating a willingness to facilitate the resolution process. A complaint may be withdrawn at any time and Gameplan Therapy will retain the right to decline processing anonymous complaints. Additionally, complaints submitted beyond a 90-day window from the incident, or where the complainant is unwilling to give adequate details, or in cases where there is no response within the stipulated 90-day period, may also be excluded from processing.

