

## **The Creative Health & Wellbeing Institute Grievance Policy and Procedure:**

I. The Approved Provider (AP) Grievance Policy can be found on our institute's website within the Professional Resources Page at [creativehealthwellbeing.com](http://creativehealthwellbeing.com).

### II. Grievance Policy & Procedure

A. One of the missions of The Creative Health & Wellbeing Institute (CHWI) is to “empower music therapy practitioners through clinical supervision, workshops, and other professional development opportunities”. One way in which the institute seeks to educate and support music therapists is through the offering of Continuing Music Therapy Education (CMTE).

#### B. Grievance Procedures:

Although CHWI strives to provide quality continuing music therapy education, participants of these events have the right to file a grievance with the organization. A grievance must include the following information:

- The title and date of the CMTE
- The grievance regarding the event and any requests to be made to the organization to resolve the grievance

Participants should send grievances by email to [info@creativehealthwellbeing.com](mailto:info@creativehealthwellbeing.com) within one month of the participant completing the provided continuing education. Within seven days of receipt of this email, the Continuing Education Director (CED) shall be notified of the grievance and the participant will be notified of the receipt of the email as well as the next steps in the grievance process. The participant will be notified of any decisions made by the CED within seven days following CED's email regarding next steps in the grievance process.

#### C. Appeal Procedures:

Participants of CHWI's provided continuing music therapy education have the right to appeal decisions made by the CED regarding the filed grievance. Participants should send appeals via email to the CED at [info@creativehealthwellbeing.com](mailto:info@creativehealthwellbeing.com) within 7 days of the decision notification. The appeal will be addressed within 7 days of email receipt of the participant's appeal request and the participant will be notified of any further decisions made by the CED within one month.

If an understanding isn't reached by this point, the participant has right to have the unresolved grievance addressed by CBMT's Continuing Education Committee. This will occur only after the CHWI's Grievance Procedure has been exhausted.