

**Continuing Education Program  
The Institute for Sexual Health (ISH)  
Participant Grievance and Complaint Policy  
(Updated 1/2024)**

While the Institute for Sexual Health (ISH) goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which require intervention and/or action. This procedural description serves as a guideline for handling such grievances.

Participants must file a grievance or complaint in written format for record-keeping purposes. Upon receipt of a complaint or grievance, the following protocol will be enacted:

1. If the grievance concerns the instructor, the content presented by the instructor, or the style of presentation, the individual filing the grievance should put their comments in written format and send it to ISH admin via email to [ishfrontdesk@gmail.com](mailto:ishfrontdesk@gmail.com). Admin will obscure the identity of the participant and share the communication directly with advisory board member, Trish Haight, MFT, SEP, CSAT. Trish Haight will then call the advisory board to a phone meeting to address and resolve the complaint in adherence to majority decision vote executed by the advisory board members and the legal and ethics consultant, Dr. Ellen Stein.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the electronic platform on which the workshop was offered, the Program Administrator will mediate and be the final arbitrator. Comments should be shared in written format and sent to ISH admin via email to [ishfrontdesk@gmail.com](mailto:ishfrontdesk@gmail.com). They will obscure the identity of the participant and share the communication directly with Program Administrator. If appropriate, the Program Administrator will:
  - a. provide a credit for a subsequent workshop or
  - b. provide a partial or full refund of the workshop fee.
3. If for any reason a participant wish to submit a complaint or grievance orally, they may do so by contacting legal and ethics consultant and planning committee member Trish Haight, LMFT at [trish@trishhaight.com](mailto:trish@trishhaight.com).