

**Continuing Education Program The Institute for Sexual Health, Inc.**  
**Participant Grievance and Complaint Policy**  
**(Updated June 28, 2025)**

While the Institute for Sexual Health, Inc. 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 [erm@theinstituteforsexualhealth.com](mailto:erm@theinstituteforsexualhealth.com), Admin will obscure the identity of the participant and share the communication directly with Dr. Minwalla, to address and resolve the complaint.
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 [erm@theinstituteforsexualhealth.com](mailto:erm@theinstituteforsexualhealth.com). They will obscure the identity of the participant and share the communication directly with the 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.