



LWA Academy Grievance Procedure

(Provided to Participants Upon Request)

Drs. Lapporte, Wright & Assoc., PC (“LWA”) and the LWA Academy (“LWA”) are fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. LWA will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Program Director in consultation with the members of the LWA Academy Advisory Group.

While LWA goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the convention staff which require intervention and/or action on the part of the convention staff or an officer of LWA Academy. This procedural description serves as a guideline for handling such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put their comments in written format. The LWA Academy Program Advisor for Grievance will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. At times, LWA may provide workshops as part of a convention program. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, LWA will ask the convention chair to mediate and to be the final arbitrator. If the participant requests action, the convention chair will:

- a) attempt to move the participant to another workshop or
- b) provide a credit for a subsequent year's workshop or
- c) provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns an LWA Academy, in a specific regard the LWA Academy Program Advisor for Grievance will attempt to arbitrate. Please contact:

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*If Dr. Lapporte is the instructor, please contact:

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