



INTERPERSONAL PSYCHOTHERAPY INSTITUTE, LLC

THE PROCEDURES FOR RESPONDING TO PARTICIPANT COMPLAINTS, AVAILABLE TO PARTICIPANTS  
UPON REQUEST, ARE AS FOLLOWS:

The Interpersonal Psychotherapy Institute (IPT Institute) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. The IPT Institute 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 Chair of the Continuing Education Committee and the Continuing Education Committee.

Should any member of the committee receive a complaint, the committee member will attempt to clarify the nature of the concern and to communicate understanding of the complainant's perspective. The member of the committee will share the concern with the Continuing Education Committee Chair and offer to share the concern with the target of the complaint. S/he will inform the complainant of resources available to him/her for consultation.

Possible courses of action that the Continuing Education Committee may take include refunding participant's fees or making additional continuing education programs available at no additional charge. If the focus of the complaint is on workshop content or instructor, the committee will determine necessary adjustments in subsequent programs. The committee may also determine conditions under which a particular instructor would be invited to provide additional continuing education programs.

Should the complainant wish to pursue resolution beyond these actions, the complainant will be invited to make a formal, written complaint, identifying him/herself. The Continuing Education Committee Chair will make a determination about whether it is possible to fact find without identifying the complainant. If it is possible to investigate without identifying the complainant, members of the Continuing Education Committee will speak to the target of the complaint, gather any additional information needed, and make a decision about possible sanctions. If it is not feasible to fact find without revealing the identity of the complainant, the Continuing Education Chair will inform the complainant about the scope and limits to confidentiality, and proceed according to the complainant's wishes. With the complainant's consent, the Continuing Education Committee will speak to the target of the complaint, gather any additional information needed, and make a decision about the appropriate course of action.