

Arizona Trauma Institute, LLC is fully committed to conducting all activities in strict conformance 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 administrator and CEO, Robert Rhoton Psy D., LPC, D.A.A.E.T.S. in consultation with the Vice President, Eric Gentry, Ph.D., LMHC, D.A.A.E.T.S. and CFO, Luci Rhoton.

While Arizona Trauma Institute, LLC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of Arizona Trauma Institute, LLC which require intervention and/or action. 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 his/her comments in written format. The program administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a presentation offering, its content, level of presentation, or the facilities in which the workshop was offered, the program administrator will mediate and will be the final arbitrator. If the participant requests action, the program administrator will:

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

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes.

3. If the grievance concerns Arizona Trauma Institute, LLC CE program, in a specific regard, the program administrator will attempt to arbitrate.

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Arizona Trauma Institute is approved by the National Board for Certified Counselors (NBCC) to grant continuing education credit. ACEP number is 6677. Arizona Trauma Institute maintains responsibility for this program and its content.