

# Kentucky Employee Assistance Program

## Workshop/Webinar Grievance Procedure

The Kentucky Employee Assistance Program (KEAP) is fully committed to conducting all activities in strict conformance with 201 KAR 26:130. KEAP 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 Continuing Education Committee Chair and the members of the Continuing Education Committee, as well as the Kentucky Board of Examiners of Psychology.

While KEAP 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 the program staff which require intervention and/or action on behalf of KEAP. This procedural description serves as a guideline for handling such grievances.

When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

1. 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 CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the program's management will provide mediation.

KEAP workshops and webinars are free of charge to Kentucky State Government employees. Continuing Education credits are offered as a courtesy to professionals.