

## Grievance Policy for "Introduction to Adapting Therapy for Autistic Clients"

*Accredited for CEU Credits by ACE*

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**Purpose:** The "Introduction to Adapting Therapy for Autistic Clients" course aims to provide an inclusive, respectful, and supportive learning environment for all participants. This grievance policy outlines steps to address and resolve participant complaints effectively and equitably.

**Scope:** This policy applies to all participants of the course, including complaints related to course content, instructor conduct, accessibility, and any issues impacting the quality of the learning experience.

### Grievance Process:

#### 1. Step 1: Informal Resolution

- Participants are encouraged to first address their concerns informally by contacting the instructor (who also serves as the course administrator). Open communication may lead to a quick resolution.
- If the participant feels uncomfortable or unsatisfied after speaking with the instructor, they may proceed to Step 2.

#### 2. Step 2: Formal Grievance Submission

- **To Submit a Formal Grievance:** Send an email to [danielle@danielleaubin.com](mailto:danielle@danielleaubin.com) with "Formal Grievance - Adapting Therapy for Autistic Clients" in the subject line.
- **Required Information:**
  - Full name and contact information.
  - Detailed description of the grievance, including specific instances, dates, and relevant interactions.
  - Any supporting documentation that could assist in the review process.
- The instructor/course administrator will confirm receipt of the grievance within two business days and initiate a formal review.

#### 3. Step 3: Review and Resolution

- The instructor/course administrator will investigate the complaint, ensuring confidentiality and impartiality throughout the process.
- A written response with the resolution will be provided within 10 business days of the grievance submission. If additional time is needed, the participant will be notified.

#### 4. Step 4: Appeals Process

- If the participant is unsatisfied with the resolution, they may submit an appeal to ACE by contacting [ace@aswb.org](mailto:ace@aswb.org).
- ACE will review the appeal according to their policies and procedures, and a final decision will be provided.

**Confidentiality and Non-Retaliation:** All grievances are treated confidentially, and no participant will face retaliation for filing a grievance. This policy aligns with ACE's guidelines to ensure fair treatment for all participants.

**Contact Information:** For questions about this policy or to initiate a grievance, please contact the instructor/course administrator at [instructor's email address].

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*This policy is in place to ensure that all course participants have a positive educational experience and that any concerns are addressed promptly and respectfully.*