



Association of Social Work Boards
ACE Resource
Grievance Policy Guidelines

The ACE provider must have **written, published** policies and procedures for complaint and grievance management, specifically:

- Refund requests
- Complaints about course content
- Complaints about facilities
- Complaints about non-receipt of certificates
- Complaints about miscellaneous occurrences

Grievance policy usually applies to complaints or disputes occurring between a CE participant and a CE provider.

ACE Providers must respond to all complaints received by the provider, a regulatory board, or ASWB in a timely and ethical manner.

Grievance policies must be in a written format to assure consistent due process for all complainants. Transparency of the process helps to insure openness and fairness to all parties.

A record of each complaint and the resolution must be kept and reported within the ASWB ACE approval renewal application.

The social worker consultant must be involved in grievance resolutions.

Sample Grievance Procedure

1. Complaint or grievance must be submitted in writing by participant.
2. Letter is reviewed by organizational members consisting of:
 - Social worker consultant
 - Other organizational members based on geographic distribution, experience, professional specialty, etc.
3. Issue is discussed.
4. Fair procedures and due process are part of the policy. Some type of a hearing must be provided, giving the participant the opportunity to support her/his allegations by arguments however brief and, if need be, by proof however informal.
5. The decision is made democratically.
6. Information is shared and utilized to improve future courses.
7. Organization responds to the customer in writing.

A grievance statement must be included in promotional materials: “If you have questions or concerns contact (800) 000-0000.”