



Grievance Procedures for Crossroads Institute's Continuing Education Programming

Crossroads Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Crossroads 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 Program Coordinator, Jillian Pexa, Psy.D. in consultation with Soni Kim Monroe, Psy.D.

While Crossroads Institute 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 coordinators, which require intervention and/or action on their part. 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 Coordinator 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 Coordinator will mediate and will be the final arbitrator. If the participant requests action, the Program Coordinator will:

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

The above actions will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns Crossroads Institute's CE program, in a specific regard, the Program Coordinator will attempt to arbitrate.

You may contact the following psychologists to file a grievance:

Jillian Pexa, Psy.D.

Email(s): j.pexa@crossroads-psych.com

Telephone number(s): 424-201-1600 x2

Address: Crossroads Institute for Psychotherapy and Assessment, 2601 Airport Drive, #135, Torrance, CA 90505.

Alternative Name: Soni Kim Monroe, Psy.D.

Email(s): s.kim@crossroads-psych.com

Telephone number(s): 424-201-1600 x2

Address: Crossroads Institute for Psychotherapy and Assessment, 2601 Airport Drive, #135,
Torrance, CA 90505.