



Participant Grievance Policy

We are fully committed to conducting all activities in strict conformance with the ethical principles of professional associations that approved our organization to offer continuing education. We will make our best efforts to 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 our organizational staff, and if needed, in consultation with continuing education (CE) advisory members.

While we go to great lengths to ensure fair treatment for all participants and prevent potential problems, there will be occasional issues that come to the attention of the training staff that require intervention or action on the part of the training staff, the Center for Child & Family Health (CCFH), or the PCIT International continuing education administrator. The following steps should serve as a guideline for handling such grievances.

The training staff are encouraged to immediately address and attempt to resolve grievance issues to the satisfaction of both parties. Should these attempts be unsuccessful, training staff will notify the NC CTP Training director (for NC trainees), Beverly Glienke, and the Training Sustainment Manager (for out-of-state trainees), Jeremy Croom, of the concerns to work toward mutual resolution. If needed, training and CCFH staff may consult with the PCIT International continuing education administrator or other CE advisory members. Participants may direct complaints to their consultant or the program manager (breanna.williams@duke.edu). If grievances cannot be resolved with the CCFH PCIT Training Team or through CCFH management, the participant may also contact the PCIT International CE Task Force via pcit.ce@gmail.com.

REFUND & CANCELLATION POLICY

All requests for refunds or intent to cancel an agreement must be made in writing and sent electronically to the PCIT Program Manager (breanna.williams@duke.edu) and CCFH Director of Finance, Bessie Cooke Givens. For more information on fees associated with refunds or cancellation, please contact Bessie Cooke Givens. Substitution requests should be submitted at least one week prior to the first day of training and are subject to approval after the application process. Substitutions are not permitted after training has been initiated.

ADA SUPPORT/DISABILITY ACCOMMODATIONS

Our trainings are designed with accessibility in mind, and in accordance with the Americans with Disabilities Act of the amended United States Rehabilitation Act. Up until thirty days prior to the training, we welcome the opportunity to assist with disability accommodations. You may request information by emailing the program manager (breanna.williams@duke.edu).