



SOCIETY OF CLINICAL CHILD & ADOLESCENT PSYCHOLOGY

The Society of Clinical Child and Adolescent Psychology, APA Division 53, is committed to conducting high-quality continuing education programs in conformance with the standards of the American Psychological Association, including the American Psychological Association's Ethical Principles of Psychologists. The monitoring and assessment of compliance with these standards will be the responsibility of the SCCAP Director of Operations.

When a grievance arises pertaining to a continuing education program, please follow the following procedures:

1. It is best for participant complaints to be handled in person at the time of the program, if at all possible. Participants with complaints should see the DO or on site CE Program Coordinator with their complaints. The DO/Program Coordinator will hear the complaint and do their best to respond immediately to the complaint, eliminating the problem if possible and issuing a refund of the registration fee if reasonably requested.

If the complaint is with the science presented, the DO will consult with the Member at Large for Education and Standards. The complainant should be prepared to justify their concerns or objections with peer reviewed citations that contradict what is being presented. The complaint will be investigated by a member of the Education Committee with consultation the Science and Practice committee, as well as the JCCAP editor for access to the published Evidence-based Updates, if needed. The presenter will also be given the opportunity for rebuttal.

2. Any grievance after the program has ended should be submitted in writing to SCCAP, P.O. Box 3372, Alpharetta, GA 30023 or SCCAP@SCCAP53.org. The grievance should contain peer reviewed citations that contradicts the information that was presented in the webinar. Once received, the DO will consult with the Member at Large for Education and Standards will respond to these complaints via email and take action if necessary.

3. A complaint filed during the marketing period will be investigated by the MAL and corrections or updates will be made to the presentation to reflect the most current scientific information.

4. Anonymous complaints may also be submitted. They will be filed with program materials.

5. If the filed grievance is found to have merit, SCCAP will distribute corrective information to all registered participants. If SCCAP determines that the integrity of the webinar has been compromised to the point where the true educational value of the webinar is lost, SCCAP will issue refunds for the webinar.

A written, confidential record will be made of all complaints and their resolutions. This record will be kept on file and will be reviewed along with Participant Evaluation Forms during planning for subsequent programs.

Approved 6.13.22