

Rogers Behavioral Health is fully committed to conducting all activities in compliance with standards and criteria outlined for continuing education (CE) sponsors by the American Psychological Association (APA), Association of Social Work Boards (ASWB), the National Board for Certified Counselors (NBCC), and NAADAC, the Association for Addiction Professionals. Rogers 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 Executive Director of Education and Workforce Strategy (executive director) in consultation with health system leadership.

When a complaint is received, the concern is reviewed within two business days by the executive director with input from members of the CE advisory committee, as needed. The executive director and advisory committee members adhere to the APA Code of Ethical Principles, the ASWB ACE standards, NBCC Continuing Education Provider Policy, and NAADAC Approved Education Provider Guidelines in taking the following actions:

- If the complaint concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the complaint is asked to put their comments in written format. The executive director will review and then pass the comments on to the speaker, assuring the confidentiality of the grieved individual.
- If the complaint concerns a specific program offering, its content, level of presentation, or the facilities in which the program was offered, the executive director will mediate and will be the final arbitrator. If the participant requests action, the executive director will offer a credit for a subsequent years' program or provide a partial or full refund of the registration fee (if applicable). If the complaint concerns Rogers Behavioral Health's CE programs in general, in a specific regard, the executive director will attempt to arbitrate.
- If, after consultation with advisory committee members and health system leadership, the executive director cannot reach a resolution, Rogers Legal Counsel will be consulted for final resolution of the complaint, and a decision will be communicated within 30 days of receipt. If the grievance concerns Rogers Behavioral Health's CE programs, in a specific regard, the executive director will attempt to arbitrate.

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