



### **SSSS GRIEVANCE PROCEDURE**

The Society for the Scientific Study of Sexuality, Inc. (SSSS) is fully committed to conducting all activities in strict conformance with the American Psychological Association's (APA) Ethical Principles of Psychologists; the American Association of Sexuality Educators, Counselors, and Therapists (AASECT); and the National Commission for Health Education Credentialing, Inc. (NCHEC). SSSS 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 CE Chairperson, in consultation with the members of the continuing education committee, and the SSSS Executive Director.

While SSSS 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 convention staff, which require intervention and/or action on the part of the convention staff or an officer of SSSS. This procedural description serves as a guideline for handling such grievances.

When a participant files a grievance (orally or written format), and expects action on the complaint, the following actions will be taken.

1. 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 CE Chairperson will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a CE session offering, the content, level of presentation, or the facilities in which the session was offered, the SSSS Executive Director will mediate and will be the final arbitrator. If the participant requests action, the Executive Director will:
  - a. Attempt to move the participant to another CE session
  - b. Provide a partial or full refund of the CE session (if it's a separate fee session)(Action 2b 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 SSSS CE program, in a specific regard, the CE Chairperson will attempt to arbitrate.

To submit a written complaint, or if you have additional questions, please contact SSSS at 881 Third Street - Suite B5, Whitehall, PA, 18052, send an email to [thesociety@sexscience.org](mailto:thesociety@sexscience.org), or call us at (610) 443-3100.

Thank you.