

Continuing Education Grievance Policy

National Council For Adoption (NCFA) provides continuing education and professional training in compliance with the standards, rules, and regulations of the Association of Social Work Board's ACE provider approval program. As such, NCFA will comply with the associated responsibilities of an ACE provider, which includes training promotion, training content and interactions with training participants. The Continuing Education Director in consultation with the social worker consultant and other NCFA staff members, will monitor course offerings for ACE credit to ensure compliance. Refund requests will be handled in accordance with NCFA's continuing education refund request policy. While NCFA's goal is always to proactively address any concerns, some situations may require individualized decision-making and response.

When a grievance arises regarding NCFA's continuing education offerings, the individual should notify the Continuing Education Director in writing as soon as possible. Written grievances should include: the individual's name, address, and phone number; the title of the course; and a description of the grievance.

The Continuing Education Director along with the Social Work Consultant will seek to resolve the grievance as soon as possible. If necessary, they will bring the complaint to other appropriate NCFA staff, and potentially board members, for group consideration. The confidentiality of the individual will be protected as much as possible. A written response, including any necessary action to be taken, will be provided to the individual within 30 days of the date the grievance. A grievance may be resolved by making appropriate changes to future trainings, providing a different training course, or in another way that addresses the individual's specific concern.

Records of all grievances, including the decision-making process and final written response will be kept confidentially by NCFA for a period of seven years. A copy of this grievance procedure is also available on NCFA's website.

Please contact NCFA's Continuing Education Director, Elise Lowe, with any additional questions (elowe@adoptioncouncil.org.)

