

GRIEVANCE PROCEDURE

The Equitable Care Certification values and encourages your feedback. Complaints can provide important opportunities for improvement. A complaint may be defined as an expression of dissatisfaction or unmet expectations and can be made by anyone involved with ECC (members of the coalition, students/attendees, sex worker clients, etc.).

Grievance Process:

- Self-Governance
 - Before filling-out this form, feel free to attempt to resolve the issue autonomously by directly approaching the person with whom you have conflict.
- Escalating a concern
 - In the event that extra support is needed, feel free to complete the form below.

Please Note: ECC will follow up and schedule a conversation within one week of receiving the form unless we decide no further engagement is required as an organization.

Things to Keep in Mind:

- We are a small organization and if you have a complaint/conflict with our founder and/or co-founder, it is likely that they will be involved in the grievance process as both the person you have conflict with and the person overseeing the process – we are doing our best to expand our networks so that, in the future, we can have a third-party team dedicated to resolving grievances.
- The more specific the concerns/feedback, the more effective we can be in addressing your needs.
- If you'd like to bring someone else to support you during conversations with ECC, please indicate that in your email.
- ECC will hold a maximum of 3 meetings with the involved parties and then make recommendations in terms of next steps.
- If the above steps + meetings with ECC do not resolve the challenge, you may seek out third-party mediation at which point ECC will participate for an additional 3 meetings – the cost of mediation will need to be covered by you.
- If you wish to submit an anonymous form, you may do so, however, we will likely be unable to take further action.

In the context of workshops for AASECT CE's:

1. All training and attendee records and CE certificates will be saved for 7 years in digital storage on a secure google drive account.
2. The person with a grievance will first try to informally resolve their grievance by contacting equitablecarecertification@gmail.com or the Event Facilitator with the issue concerning the training, its delivery, the evaluation method, or technological issue.
3. If the aggrieved person is not satisfied with the resolution through informal means, the aggrieved person shall put their grievance in writing to thezeppwellnesscenter@gmail.com or the Event Facilitator.
4. The Event Facilitator will then consult with appropriate personnel at the organization that have approved the course to find fair methods of resolving the grievance.
5. If the aggrieved person is not satisfied with the solutions put forth, then they will be directed to put their grievance in writing and contact the appropriate organization, e.g. AASECT or state in which training has been provided. The appropriate AASECT personnel can be reached at ce@aasect.org
6. Zepp Wellness and the Event Facilitator: Equitable Care Certification will abide by any decisions regarding resolution of the grievance.

OFFICIAL GRIEVANCE FORM

Please send this form to ECC at equitablecarecertification@gmail.com
Subject: ATTN: [GRIEVANCE]

Date:

Name / pronouns:

Who is this complaint about?

What occurred?

What steps have you taken so far to address this grievance?

What would you like to see happen in order to repair and/or make amends?