



## Esalen Institute Grievance Procedure

Esalen Institute is fully committed to conducting all activities in strict conformance with the California Association of Marriage and Family Therapists, and the American Psychological Association's Ethical Principles of Psychologists. Esalen Institute 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 Continuing Education Coordinator in consultation with the members of the Continuing Education Committee, the Esalen Institute Executive Team, the Program Specialist (convention staff), and Human Resources (as needed).

While Esalen Institute 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 Esalen Institute. This procedural description serves as a guideline for handling such grievances.

When a participant, either orally or in written format, files a grievance 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 Coordinator will then pass on the comments to the speaker, the Program Specialist, and the Director of Programming, all while ensuring the confidentiality of the grieved individual. If further conversation and/or action is deemed necessary, these will be determined and implemented by Esalen Institute, up to and including removal of speaker from further engagements if necessary.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the convention chair will mediate and will be the final arbitrator. If the participant requests action, the convention chair will:
  - a. attempt to move the participant to another workshop, or
  - b. provide a reimbursement of the tuition (speaker fee) portion of the cost, or
  - c. reimburse the grieved party the tuition (speaker fee) and the unused portion of the room and board fee will be reimbursed, should the guest decide to depart prior to completion of the workshop.

Actions 2b and 2c 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 Esalen Institute CE program, in a specific regard, the CE Coordinate will attempt to arbitrate, and will escalate to the rest of the committee for further action if no solution can be found or created.

Please contact Megan Patterson at [ce@esalen.org](mailto:ce@esalen.org) to submit a complaint, or if you have additional questions.