



Grievance Policy

CASRA cares about what your experience is. We hope you use the evaluation forms to provide us with feedback, both as to what went well and what could be improved, or ideas for future trainings. On rare occasions, there may be a specific complaint or grievance that you are particularly concerned about. We want to hear what you have to say and hopefully work towards a resolution. The following is our process for addressing grievances

If you, as the participant, have a complaint or grievance, we will take the following actions:

- 1. If your complaint or grievance concerns a speaker, the content presented by the speaker, or the style of presentation, we'll ask you to put your comments in writing format. CASRA will then pass on the comments to the speaker, without identifying you as the grieved individual.*
- 2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, CASRA will mediate and will be the final arbitrator. If the participant requests action, CASRA will:
 - a. offer to move you to another workshop or*
 - b. provide a credit for a subsequent year's workshop or*
 - c. provide a partial or full refund of the workshop fee.**
- 3. Actions 3b and 3c will require a written note documenting the grievance for record keeping purposes. The note need not be signed by the grieved individual.*
- 4. If the grievance concerns CAMFT's CE program, in a specific regard, CASRA will attempt to arbitrate.*

Refund Policy

By registering for this conference, you are liable for the registration fee whether or not you attend. Refunds will be honored provided a written notice of cancellation is received by 14 days before the conference. All refunds will be assessed a \$25 processing fee, which will be deducted from the refund check. Refunds will be processed within 6 weeks from the date of the request.

Americans with Disabilities/Special Needs

Special Needs: Facilities are available to persons with disabilities, and we hope to accommodate special needs individuals may have if it possible. If you do have special needs and require assistance, please inform us by attaching your requirements to this form, or calling 925-229-2300 to discuss how we may help you. Please let us know at least two weeks in advance of the training date to allow enough time to see if accommodations can be made.

