

MHCAPB Grievance Policy

On occasion, a practitioner may be dissatisfied with training received in a workshop, seminar or licensure training course. In most cases, a candid discussion with the MHCAPB current president and practitioner may resolve the situation in a responsible and reasonable fashion. However, in some instances, additional action may be required. This document outlining the Grievance Procedure is posted on our website at mhcabc.org.

Questions regarding the grievance procedure may be discussed with the president in person or via telephone within 10 days of the training received. A review of informal complaints will be discussed at the next MHCAPB board meeting to determine trends, areas needing performance improvement, and actions to be taken.

Procedure

If you feel you have a legitimate grievance with an aspect of the training you participated in through The Mental Health Counselors Association of Palm Beach, a grievance procedure is available to you. The following grievance procedure is an upward process intended to promote and foster healthy conflict resolution and problem solving. The action of filing a grievance will not result in retaliation or barriers to membership or future attendance. At any point during the grievance proceeding, you may utilize counsel or other representation. An administrative record of all grievances is maintained for review by federal and state licensing and accreditation agencies.

INFORMAL

Step 1: In most cases, a candid discussion between the practitioner and president will resolve the situation in a responsible and reasonable fashion and we are committed to this process. If the complaint is not resolved to your mutual satisfaction, you may proceed to Step 2.

Step 2: You submit your complaint in writing to the MHCAPB executive committee. This should be done within ten working days after the completion of Step 1. At the next scheduled board meeting of the organization after receipt of the written complaint/problem, the entire board will review the complaint/problem, then a board representative(s) will meet with the practitioner to gather information to assist in resolving the complaint/problem. This may include contacting the presenter of the workshop/seminar/licensure training to enlist his or her assistance.

If the complaint/problem is not resolved to your satisfaction at Step 2, you may consider accessing the Formal Grievance Procedure.

FORMAL

Step 1: Within ten working days of the completion of the informal procedure, you must submit your grievance to The Florida Mental Health Counselors Association in writing, with copies to the MHCA-PBC president. We are a local chapter of this state organization, which is under the umbrella of the American Mental Health Counselors Association. Complaints need to be mailed to: FMHCA, PO Box 272552 Tampa, FL 33688. The board of the Florida Mental Health Counselors Association will then be responsible for reviewing the grievance in accordance with their policies and procedures and will contact you to take over the grievance process.