The Hazelden Betty Ford Graduate School of Addiction Studies provides participants of continuing education programs with a grievance procedure. The grievance may be with the instructor or with the continuing education offering.

**Instructor**

If your grievance concerns an instructor, the content presented by the instructor, or the style of a presentation, you are asked to state the grievance in writing. The Chair of the Continuing Education Committee will pass on your comments to the instructor, assuring your confidentiality.

**Continuing Education Offering**

If your grievance concerns a continuing education offering, its content, level of presentation, or the facilities in which the workshop was offered, the Chair of the Continuing Education Committee will serve as a mediator and will be the final arbitrator. If the participant requests action, the Chair of the Continuing Education Committee will:

a. attempt to move the participant to another continuing education program (if one is available), or  
b. provide a credit for a subsequent continuing education program, or  
c. provide a partial or full refund of the continuing education fee.

Actions 2b and 2c will require a written explanation documenting the grievance for record-keeping purposes. The grieved individual need not sign the document.

**Hazelden Betty Ford Graduate School of Addiction Studies and its Continuing Education Committee**

If the grievance concerns the Hazelden Betty Ford Graduate School of Addiction Studies and its Continuing Education Committee, in a specific regard, the CEO of the Hazelden Betty Ford Foundation, or designate, will attempt to arbitrate.