

## **Policy and Procedures for Resolution of Complaints from Individuals Not Satisfied with SERESC Continuing Education Services or Programs**

Participants in Professional Development provided by SERESC have the right to file a grievance regarding any aspect of the event, including promotional materials, learning objectives, prerequisites, qualifications and credentials of presenters, schedule and format, credits, fees and submission deadlines, and cancellation and refund policy. Members and participants must file a grievance in writing, via email or postal mail, to the SERESC Professional Development Services Director. Contact information for the Continuing Education Director is: Carolyn Woodman, SERESC, 29 Commerce Drive, Bedford, NH 03110, [cwoodman@seresc.net](mailto:cwoodman@seresc.net). The grievance must state the title of the event, the presenter, the date of the presentation, and specific concerns that led to the grievance. The Professional Development Services Director will review the grievance and respond in writing to the participant filing the grievance with a response to the grievance within twenty (20) days of receipt of the written grievance, via email and/or postal mail.

The participant filing the grievance has the right to appeal the decision(s) made by the Continuing Education Director within twenty (20) days of receipt of the response. The member or participant may file an appeal in writing, via email or postal mail, by sending a copy of the original grievance, the written decision to the Dr. Antonio G. Paradis, Executive Director, SERESC, 29 Commerce Drive, Bedford, NH 03110, and include specific reasons for appealing the decision to the Executive Director. The Executive Director will respond in writing, via email and/or postal mail, within twenty (20) days of receipt of the written grievance with a response regarding the appeal.

Southeastern Regional Education Service Center (SERESC)  
29 Commerce Drive  
Bedford, NH 03110  
Dr. Antonio G. Paradis, Executive Director

1/2010