

## APPENDIX 2

### **NYSCHP Continuing Education Grievance Policy**

All grievances regarding any aspect of the continuing education courses offered by the New York State Council of Health-system Pharmacists (NYSCHP) shall be brought to the attention of the Program Administrator for the NYSCHP, the Director of Educational Services and the Program Coordinator, if one exists. Every attempt will be made to satisfy the complainant. Measures shall be taken to correct any deficiencies that may be uncovered.

The grievance process shall be an Appeal assuring due process for all complainants. The Appeal Process shall be as follows:

Those persons who wish to appeal their participation at a program, shall address such an appeal in writing to the Program Administrator for the NYSCHP, 435 New Karner Road, Albany, New York 12205 within ten (10) business days of the program. The Program Administrator will convene an appeal process committee consisting of faculty of the program and the Director of Educational Services. The written results of said appeal shall be shared with the complainant and kept of file at the NYSCHP office of two (2) years.

For those programs that are cosponsored, those persons who wish to appeal their participation at a program, shall address such an appeal in writing to the Program Coordinator and the Program Administrator for the NYSCHP within ten (10) business days of the program. The above process will be followed for the appeal of cosponsored programs.