

**Pepperdine University  
Office of Professional Development  
Grievance Procedure**

Pepperdine University, Office of Professional Development is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Pepperdine University, Office of Professional Development will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Continuing Education Chair in consultation with the members of the continuing education committee and/or the Pepperdine University, Office of Professional Development Ethics Chairperson.

While Pepperdine University Office of Professional Development goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the staff which require intervention and/or action on the part of the staff or an officer of Pepperdine University, Office of Professional Development. This procedural description serves as a guideline for handling such grievances.

When a participant, either orally or in written format, files a grievance or expects action on the complaint, the following actions will be taken.

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The Professional Development Administrator will then pass on the comments to the speaker and the continuing education chair, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, content, level of presentation, or the facilities in which the workshop was offered, the chair will mediate and will be the final arbitrator. If the participant requests action, the continuing education administrator or chair will:
  - a. attempt to move the participant to another workshop or
  - b. provide a credit for a subsequent workshop or
  - c. provide a partial or full refund of the workshop fee.
  - d. attempt to facilitate another resolution to the grievance.

Attendees are not charged until the day of the event; therefore, actions involving a partial or full credit will not be charged or charged the appropriate amount. If they agree to attend a different workshop in the future, a certificate will be issued

3. If the grievance concerns Pepperdine University CE program, in a specific regard, the Associate Dean, Psychology Division, Continuing Education Chair, will attempt to arbitrate.

Please direct any comments, suggestions and/or concerns to:

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