



The School of Sex Therapy is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists and Code of Conduct. The School of Sex Therapy will comply with all legal and ethical responsibilities to ensure non-discrimination in promotional activities, program content, and the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Director of Development, Accreditation, and Compliance, in consultation with the members of the Continuing Education Committee, the Director of Development, Accreditation, and Compliance, and the President.

While the School of Sex Therapy goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the convention staff that require intervention and/or action on the part of the Director of Development, Accreditation, and Compliance or an officer of the School of Sex Therapy. This procedural description serves as a guideline for handling such grievances.

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

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 Director of Development, Accreditation, and Compliance will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.

2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Director of Development, Accreditation, and Compliance will mediate and will be the final arbitrator. If the participant requests action, the Director of Development, Accreditation, and Compliance will:

- a) attempt to move the participant to another workshop or
- b) provide a credit for a subsequent year's workshop or
- c) provide a partial or full refund of the workshop fee.

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

3. If the grievance concerns the School of Sex Therapy CE program, in a specific regard, the Director of Development, Accreditation, and Compliance will attempt to arbitrate.

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