

CHP FASC Conference CEU Complaint Procedure

The purpose of this document is to outline the procedure for filing a complaint related to a CHP CEU event.

If a complaint arises the following will be completed

To file a complaint an email should be sent to Victoria M. Powell CRNP Powellv@upmc.edu with the following:

- a. CEU session title
- b. Concerns listed in a clear and concise manner related to the CE presentation.
- B. Within 2 weeks of receiving the complaint the Nurse Coordinator and ASHA CE provider will reach out to schedule a meeting with the complainant to discuss complaint and possible solutions.
- C. Within 2 weeks of the meeting, agreed upon solutions will be implemented and (if applicable) presenter in question will be notified and provided feedback. Complainant's identity will not be disclosed to the presenter.