

## Grievance Policy and Procedure

The Mississippi Conferences on Social Welfare (MCSW) recognizes that attendees and providers/sponsors have the right to raise grievances about any matter related to their refund requests, complaints about course content, facilities, and not receiving certificates.

The satisfaction of attendees and providers/sponsors is of paramount importance to MCSW. The grievance procedure is in place to ensure that all attendees and providers/sponsors concerns are dealt with in a timely and ethical manner.

### Procedure

1. If attendee or provider/sponsor has a grievance against committee member, or the organization in general, they should first provide in writing the nature of grievance to the President, President-elect and social work consultant, who may be the Executive Director or her designee, for MCSW.
2. President, President- elect, and social work consultant will review the grievance and provide a written decision to attendee or provider/sponsor making the complaint within thirty days of receiving the complaint.
3. If attendee or provider/sponsor does not agree with the decision made by the President, President-elect, and social work consultant they have thirty days to request in writing to meet with executive committee, and social work consultant to review the grievance.
4. The social work consultant will provide in writing within thirty days to attendee or provider/sponsor who has filed the grievance, a time and place of meeting to address the grievance in person. This will be reviewed by the executive board and social work consultant.
5. The social work consultant will then provide conclusion in writing to attendee or provider/sponsor making the complaint within thirty days of the decision made by executive board to grievance that was filed.

Complaints should be addressed to:

Mississippi Conference on Social Welfare  
President and President-Elect  
Post Office Box 13422  
Jackson, Mississippi 39236