## Complaint, Code of Ethics & Professional Conduct

## **(**ACPE Standard 304.3)

*ACPE Standard 304.3 a complaint procedure consistent with*[ACPE Standards](http://www.manula.com/manuals/acpe/acpe-manuals/2016/en/topic/standardsand) the [ACPE Manual 2016 Processing Complaints of Ethics Violations](http://www.manula.com/manuals/acpe/acpe-manuals/2016/en/topic/professional-ethics-commission) *that addresses an alleged violation of the ACPE ethics standards*

**PURPOSE**: To define the procedure for processing student complaints at the level of the Clinical Pastoral Education program at the Centers programs/educational or clinical placement sites, and to ensure that the handling of complaints is accomplished in accordance with ACPE Standards and the manual of the ACPE Professional Ethics Commission.

**TYPES OF COMPLAINTS:**

ACPE Complaints are of three types. The first type and one used by students and most often processed at GCSCE is a complaint concerning the violation of standards concerning the educational program at GCSCE. The complaints are usually resolved quickly at the center level. The process for filing a complaint follows.

The second type of complaint involving alleged ethics violations, is a national level complaint. Complaints alleging violations of the ACPE Code of Professional Ethics, can begin at the center level and will involve the national Ethics commission. Instructions for filing an Ethics complaint can be found on the ACPE website. ACPE *Processing Complaints of Ethics Code Violations.*

The third type of complaint is in reference to a student’s concerns with the ACPE Accreditation Commission. Complaints against the Accreditation Commission (covered by the *Policy for Complaints Against the Accreditation Commission* available in the 2016 ACPE Accreditation Manual - Appendix 10, online at [www.acpe.edu](http://www.acpe.edu), at the Center’s Center Office).

**GCSCE INFORMAL COMPLAINT PROTOCOL:**

Grady’s Center of Spiritual Care and Education, and the Association for Clinical Pastoral Education, Inc. encourage persons to work out concerns or grievances informally, face-to-face, and in a spirit of collegiality and mutual respect.  All faculty are committed to resolving concerns or grievances in a spirit of collegiality and mutual respect. CPE students enrolled at the Center are encouraged to address their complaint first with the person(s) involved at the site to which they are assigned.

The complainant also has access to the GCSCE Director of Chaplaincy and CPE, the Executive Director to whom the Director reports and to the chair of the professional advisory committee.

If a student is convinced that one or more ACPE educational and/or ethical standards has been violated (Standards 100, 300, 400), and there is no resolution of the matter after informal conversations by those involved, then a formal complaint may be sent to the GCSCE Director of CPE.

A complaint is defined as a grievance, presented in writing, and signed, involving an alleged violation of the educational or ethical standards established by ACPE by a faculty member.

A complaint must name an individual(s) over which the ACPE has jurisdiction and identification of ACPE Standard that has been alleged violated.

Should a CPE student make a complaint about another CPE student or staff member at GCSCE, the suggestion is to begin within GCSCE before involving HR departments.

Confidentiality is of utmost importance and those involved in any complaint procedure.

**GCSCE FORMAL COMPLAINT PROCEDURE:**

1. Formal complaints should be sent in writing to the GCSCE Director.

a. If the complaint is made against the Director of GCSCE, the complainant will submit the written complaint directly to the PAG chair, who will then convene the PAG’s Complaint Sub-Committee.

2. Upon receipt in writing of the complaint the GCSCE Director has ten (10) working days, to meet with the complainant, the ACPE Certified Educator or the student involved.  When a complaint is reviewed, all those involved shall be notified and be given an opportunity to present information.

3. The GCSCE Director will address the complaint and attempt to resolve the particular grievance within ten (10) working days of meeting the parties involved.

4. If the proposed resolution is not satisfactory to the complainant, the complaint may request a meeting with the chair of the Center’s PAG.

5. If the in-house process does not resolve the complaint or issues remain over which ACPE has jurisdiction, the complainant may forward the complaint directly to the ACPE’s National Office Accreditation Commission Chair.

6. If the complaint relates to the violation of an ethics Standard of the ACPE (Standard 100), he/she may file a complaint with the Executive Director of the ACPE, One West Court Square, Suite 325, Decatur, GA 30030 404 320-1472 within 30 days of the date of the Center’s decision following the consultation.  The complainant(s) will be advised of the ACPE process of filing a complaint and referred to the procedure as outlined in the 2016 Processing Complaints of Ethics Code Violations Manual.  If the complaint relates to a violation of an educational/accreditation Standard of the ACPE (Standard 300) she/he may file a complaint with the Chairperson of the ACPE Accreditation Commission; ACPE; One West Court Square; Suite 325; Decatur, GA 30030 within 30 days of the date of the Center’s decision following the consultation.  The complainant(s) will be advised of the ACPE process of filing an educational complaint and referred to the procedure as outlined in the 2016 Accreditation Manual and Appendix 10: Complaints Alleging Violations of ACPE Educational Standards in Educational Programs.

**PLEASE NOTE** - The above described procedure for processing complaints within the GCSCE CPE center can be bypassed when the student determines that she/he cannot receive a just or impartial hearing. In such a case the student can bypass the GCSCE Complaint Process and follow the Guidelines in #5 and #6 above.

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Director of CPE and Chaplaincy Services

**REVIEWED & APPROVED: June 4, 2019**

**ACPE/CLINICAL PASTORAL EDUCATION**

**COMPLAINT FORM (Page 1)**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**To: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**From: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Re: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please state the circumstances of the problem, complaint, or grievance about which you are concerned, and list the attempts that have already been made toward resolution of same (use additional page, if needed).**

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Signature:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For office use only:

Date received: \_\_\_\_\_\_\_\_\_\_\_\_\_

Received by: \_\_\_\_\_\_\_\_\_\_\_\_\_

Date copies forwarded to involved parties: \_\_\_\_\_\_\_\_\_\_\_\_\_

Consultation date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ACPE/CLINICAL PASTORAL EDUCATION**

**COMPLAINT FORM (Page 2)**

Members of Consultation (name and title):

Summary of Consultation:

Decision/Resolution:

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Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title