



Grechko Training & Consulting
63 E. Center Street, 2A West
Man
chester, CT, 06040

Continuing Education Policy Manual

Grievance Policy

Grechko Training & Consulting, LLC Continuing Education Programs

Purpose

Grechko Training & Consulting, LLC is committed to delivering high-quality continuing education programs that meet professional, ethical, and educational standards. Participants have the right to express concerns or file grievances regarding any aspect of a continuing education program.

This grievance policy applies to concerns related to, but not limited to:

- Program content
- Instructor conduct
- Program delivery
- Accessibility or accommodations
- Administrative processes
- Ethical concerns

Grievance Submission Process

1. Submission Timeline

Grievances must be submitted in writing within 30 calendar days of the program



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completion date.

2. How to Submit

Participants must submit grievances via:

- Email to: info@drgrechko.com

OR

- Written letter mailed to: 63 E Center St, 2A West, Manchester, CT, 06040

3. Required Information

The written grievance must include:

- Participant's full name
- Program title and date
- Description of the concern
- Any relevant documentation
- Desired resolution (if applicable)

Anonymous grievances will be reviewed to the extent possible but may limit the ability to respond fully.

Review Process

- All grievances will be acknowledged within 5 business days of receipt.



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- The grievance will be reviewed by the administrative representative who was not directly involved in the issue, when possible.
- If necessary, additional information may be requested from the participant or involved parties.

A written response outlining the findings and resolution will be provided within 30 calendar days of receiving the grievance.

Resolution

Possible resolutions may include:

- Clarification of program policies
- Corrective action
- Partial or full refund (if applicable)
- Adjustment of CE documentation
- Other appropriate remedial actions

All decisions made by Grechko Training & Consulting, LLC are considered final.

Record Keeping

All grievances and their resolutions will be documented and maintained securely for a minimum of five (5) years, in accordance with continuing education provider record retention requirements.



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Non-Retaliation Statement

Participants who file grievances will not be subject to retaliation, discrimination, or adverse consequences for submitting a complaint in good faith.

ADA / Accessibility Policy

Commitment

We are committed to compliance with the Americans with Disabilities Act (ADA) and providing equal access to educational programming.

Accommodation Requests

Participants requiring accommodations must:

- Submit requests in writing at least 14 days prior to the program
- Specify the accommodation needed

We will:

- Review requests promptly
- Communicate feasibility and arrangements
- Provide reasonable accommodations whenever possible

For virtual programs, accommodations may include captioning, transcript access, or extended testing time (if applicable).



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Program Development & Quality Control Policy

Standards

All CE programs will:

- Be relevant to licensed counselors
- Be grounded in established counseling theory, research, or best practice
- Include clearly stated measurable learning objectives
- Remain within the scope of professional counseling practice

Development Process

Each program must include:

- Needs assessment or topic rationale
- 3–5 measurable learning objectives
- Agenda with time allotment
- Reference list (when applicable)
- Evaluation mechanism

Review

All content is reviewed and approved by the designated Program Administrator prior to delivery to ensure compliance with NBCC standards.



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Instructor Qualification Policy

Minimum Qualifications

Instructors must:

- Hold an advanced degree in a mental health discipline (e.g., counseling, psychology, social work, marriage and family therapy), OR
- Demonstrate subject matter expertise through education, licensure, or documented professional experience.

Verification

Prior to approval, instructors must provide:

- Curriculum vitae or resume
- Documentation of licensure (if applicable)
- Disclosure of conflicts of interest

Ongoing Evaluation

Instructor performance is reviewed via participant evaluations and administrative review.

Attendance Verification Policy

Live In-Person Programs

Attendance is verified through: GoTo GTraining automated system

Time is logged automatically via GoTo Training



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Participants must attend 100% of the program to receive full CE credit.

Live Virtual Programs

Attendance is verified through:

- Platform attendance tracking
- Login duration reports
- Participation monitoring

Late arrivals exceeding 10% of program time may result denied credit.

Home Study Programs

Completion is verified through:

- Completion of all modules
- Post-test assessment (minimum passing score: 80%)
- Submission of evaluation

Certificate Issuance Policy

Certificates of completion will include:

- Participant name
- Program title



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- Date(s) of participation
- Number of CE contact hours awarded
- Provider name
- NBCC ACEP number (upon approval)

Certificates are issued only after:

- Verified attendance or completion
- Submission of required evaluation
- Completion of post-test (if applicable)
- Sent directly from GoTo Training

Certificates will be distributed electronically within 7 business days.

Duplicate certificates may be requested and will be maintained for five (5) years.

Conflict of Interest & Commercial Support Policy

Disclosure

All instructors must disclose:

- Financial interests
- Relevant relationships
- Sponsorship affiliations



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Disclosures will be communicated to participants prior to program start.

Commercial Support

If commercial support is received:

- Educational content will remain independent
- Marketing will be clearly separated from instructional time
- No product promotion will occur during CE instructional time

Failure to disclose conflicts may result in instructor disqualification.

Record Retention Policy

The CE Provider will maintain records for a minimum of five (5) years, including:

- Attendance records
- Certificates issued
- Program materials
- Instructor documentation
- Evaluations
- Marketing materials
- Grievances and resolutions

Records will be stored securely in digital format with restricted access.



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Evaluation Policy

All CE programs will include a formal evaluation process.

Evaluations will assess:

- Achievement of learning objectives
- Presenter effectiveness
- Content relevance
- Overall satisfaction

Evaluation data will be reviewed by the Program Administrator and used to:

- Improve future programming
 - Assess instructor performance
 - Modify content as needed
-

Refund & Cancellation Policy

Participant Cancellation

- Cancellations made 7 or more days prior to the event: full refund (minus processing fees if applicable)



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- Cancellations with less than 48 hours: credit toward future program
- No-shows and cancellations within 48 hours: no refund, credit for future program by Administrator discretion.

Provider Cancellation

If a program is cancelled by the provider:

- Full refund will be issued
- Participants may opt to transfer to a future program

Confidentiality and Security of Participant Information Policy

Purpose

Grechko Training and Consulting is committed to protecting the confidentiality and security of all participant information collected in connection with continuing education programs. This policy outlines how participant information is collected, stored, used, and protected.

Information Collected

Grechko Training and Consulting may collect participant information necessary for registration, participation, and documentation of continuing education activities. This may include:

- Name
- Professional credentials and license number (if applicable)
- Email address



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- Mailing address (if required)
- Attendance records
- Evaluation responses
- Payment information

Information collected will be limited to what is necessary to administer continuing education programs.

Confidentiality

Participant information will be kept confidential and will not be sold, shared, or distributed to third parties except:

- When required for continuing education recordkeeping
- When required by credentialing bodies such as the National Board for Certified Counselors (NBCC)
- When required by law
- When necessary to process payments through secure third-party payment processors

Evaluation responses may be reviewed for quality improvement purposes but will be reported in aggregate form whenever possible.

Data Security

Grechko Training and Consulting maintains reasonable administrative, technical, and physical safeguards to protect participant information from unauthorized access, disclosure, or misuse.

Security measures may include:



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- Password-protected systems
- Secure online registration platforms
- Encrypted payment processing through third-party vendors
- Limited access to participant records
- Secure storage of electronic records

Only authorized personnel will have access to participant information.

Record Retention

Participant records, including attendance and certificates of completion, will be securely maintained for a minimum of five (5) years in accordance with continuing education provider standards.

Online Platforms

Grechko Training and Consulting may use secure third-party platforms (such as webinar or training platforms- GoTo Training) to deliver continuing education programs. These platforms maintain their own privacy and security practices.

Participants are responsible for maintaining the security of their own login credentials and personal devices.

Participant Rights

Participants may request access to their continuing education records or request correction of inaccurate information by contacting:

Grechko Training and Consulting

Email: info@drgrechko.com

Website: drgrechko.com

Policy Review



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This policy is reviewed periodically and may be updated as necessary to maintain compliance with continuing education standards.

Administrative Structure

ACEP Administrator: Dr. Nancy Grechko, PsyD

Responsible for NBCC communication, compliance, and documentation.

Program Administrator: Dr. Nancy Grechko, PsyD

Responsible for content integrity, instructor approval, and adherence to NBCC standards.