



## **SPEECH-LANGUAGE-HEARING ASSOCIATION OF THE HUDSON VALLEY (SHAHV)** **COMPLAINT POLICY**

**Effective Date:** July 1, 2025

**Last Reviewed:** June 30, 2025

**Applies to:** SHAHV members, student members, course or event participants, international participants, course instructors and presenters, staff and contractors, and volunteers

### **Purpose**

This policy provides a formal process for submitting, addressing, and resolving complaints related to:

- Professional conduct of members, course presenters, course participants, and staff
- Services or actions taken by the association or its representatives
- Discrimination, harassment, or unethical behavior
- Violations of association policies (e.g., privacy, accommodations)
- Course quality, content, or delivery
- Administrative processes

### **Who Can File a Complaint**

- Association members
- Partner organizations or community members
- Event attendees or students
- Any individual affected by the conduct or decisions of SHAHV or its representatives

### **How to Submit a Complaint**

Complaints must include the following information:

- Complainant's full name and contact information
- Description of the incident/concern (dates, individuals involved, nature of the complaint)
- Any supporting documentation (e.g., emails, notes, witnesses)
- Desired outcome or resolution (if applicable)

Submission methods may include:

- Email to a designated ethics or complaint officer
- Mailed letter to SHAHV

To submit a complaint, please contact:

**Complaint Officer (SHAHV President)**

Jennifer Bagley

shahvpresident@gmail.com

P.O. Box 248, Gardiner, NY 12525

Anonymous complaints may be reviewed but could limit the ability to investigate or resolve.

**Complaint Review Process**

1. **Acknowledgment:** The association acknowledges receipt within 5–10 business days.
2. **Preliminary Assessment:** Determines if the complaint falls under the association’s jurisdiction.
3. **Investigation:** May involve interviews, document review, and input from both parties.
4. **Resolution/Outcome:** May include informal mediation, formal findings, sanctions, or referral to licensing or legal authorities.

**Possible Outcomes**

- Dismissal if complaint is unsubstantiated
- Educational or corrective action for minor issues
- Suspension or revocation of membership
- Referral to a state licensing board or ASHA’s Board of Ethics if warranted

**Timelines**

Complaints will be reviewed by the Complaint Officer within 5 business days of receipt. If necessary, complainants will be contacted for further information or clarification regarding their concerns. If extended review is required, SHAHV will make every effort to keep the complainant informed of updates. Complainants will be informed of any delays.

**Appeals**

If dissatisfied with the resolution, the complainant may submit an appeal via email or writing within 15 days of the decision. Appeals are reviewed by a separate ethics committee.

**Confidentiality and Retaliation Protection**

- All complaints are handled confidentially to the extent possible.

- Retaliation against any individual filing a complaint in good faith is strictly prohibited.

### **Feedback Integration**

Complaints and their resolutions will be used to enhance and improve SHAHV's programs, practices, and courses.

### **Policy Review**

This policy is reviewed annually and updated as needed to reflect evolving best practices, member feedback, and legal or regulatory changes.