

Zentensive Program Management and Grievances

Program Management:

- Lani Banner, M.Ed., NBCT, is the designated program administrator. She is the one responsible for making sure the Zentensive program meets learning objectives, standards, and confidentiality during the program itself. She will ensure the following:
 - Security of evaluations and proprietary information
 - The confidentiality of participants
 - The privacy of participants
 - That the program content respects and is inclusive of cultural, individual, and role differences, including those based on age, gender, gender identity, race, ethnicity, national origin, religion, sexual orientation, disabilities, language, and socioeconomic status.
 - That the program is accessible to individuals with disabilities, according to the requirements of the Americans with Disabilities Act.

Grievances:

- Zentensive Programs and Retreats are fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists.
- Zentensive Programs and Retreats will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants.
- The monitoring and assessment of compliance with these standards will be the responsibility of the program administrator, Lani Banner, M.Ed., NBCT, and the ethics coordinators Dr. R. Jeffery Goldsmith, B.A., M.D., DLFAPA, DFASAM and Dr. Jeffrey George, Psy. D.
- While Zentensive Programs and Retreats goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the convention staff which require intervention and/or action on the part of the convention staff or an officer of [name of organization]. This procedural description serves as a guideline for handling such grievances.
 - When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The program administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
 - If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the

ethics coordinator will mediate and will be the final arbitrator. If the participant requests action, the ethics coordinator will:

- Attempt to move the participant to another workshop or
- Provide a credit for a subsequent year's workshop or
- Provide a partial or full refund of the workshop fee.
- These items require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.
- If the grievance concerns Zentensive Programs and Retreats, in a specific regard, the Ethics Coordinator will attempt to arbitrate.

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