

Grievance Policy and Procedure for Continuing Music Therapy Education Opportunities of the Utah Association of Music Therapists (UAMT)

Informing Participants of Grievance Policy

1. Participants will be informed of UAMT's grievance policy through at least one of these methods for each education opportunity or event.
 - a. A link to the grievance policy will be included in online event registration pages.
 - b. A link to the grievance policy will be included in post-event communication from UAMT's Continuing Education Chair.
 - c. A hard copy of the grievance policy will be present at the registration table for in-person UAMT opportunities.
2. The grievance policy can be found on UAMT's website

Grievance Policy

1. UAMT Mission and Purpose for Continuing Music Therapy Education
 - a. UAMT Mission
 - i. The purpose of the Utah Association of Music Therapists is to support the aims and objectives of the American Music Therapy Association; to promote the growth of music therapy as a profession within our state, to provide a professional support group, and to encourage ongoing education of music therapy.
 - b. Purpose for Continuing Music Therapy Education
 - i. The purpose of UAMT continuing music therapy education opportunities is to support the music therapy professional community in Utah and surrounding areas. UAMT will offer continuing education opportunities as an Approved Provider through CBMT that address the educational needs of professionals and relate to the CBMT's Scope of Music Therapy Practice.
2. Grievance Procedures
 - a. Participants who register for or attend a UAMT Approved Provider opportunity have the right to file a grievance.
 - b. Grievances covered in this policy include:
 - i. Unprofessional or unethical conduct by instructors
 - ii. Discrimination based on race, ethnicity, nationality, gender, gender identity, gender expression, sexual orientation, age, religion, or disability.
 - iii. Any aspect of the educational opportunity including promotional materials, learning objectives, prerequisites, qualifications and credentials of presenters, opportunity schedule and format, CMTE credits, fees and submission deadlines and cancellation and refund policy.
 - c. Participants who wish to file a grievance must do so within 30 days from the completion of the educational opportunity. This grievance must be submitted in writing and sent to the UAMT Continuing Education Chair via email or postal mail.
 - d. Grievances sent must include the following information:
 - i. Title of CMTE educational opportunity or course
 - ii. Name of presenter
 - iii. Date of the educational opportunity or course
 - iv. Specific details of the reason for the grievance
 - e. UAMT Continuing Education Chair will review and respond to the grievance within thirty (30) days of receipt of the written grievance, via email or postal mail.
3. Appeal Procedures
 - a. Participants have the right to appeal the decision made by the UAMT Continuing Education Chair.
 - b. Participants who wish to appeal must do so within thirty (30) days of the date written on the decision that is communicated by the UAMT Continuing Education Chair.
 - c. Participants must file the appeal in writing, via email or postal mail, by sending all of the following items to the UAMT President:
 - i. Copy of the original grievance
 - ii. The written decision of the UAMT Continuing Education Chair

- iii. Specific reasons for appealing the decision
- d. Once the appeal has been received, the UAMT President will present the appeal to the UAMT Executive Board. The UAMT Executive Board comprises of the President, Vice-President, Treasurer, and Secretary. UAMT Executive Board will meet to discuss the appeal and vote on a decision with a majority vote. This meeting must occur and a decision must be communicated to the participant within thirty (30) days of receiving the appeal.
- e. If the grievance remains unresolved after the appeal process, participants have the right to have the unresolved grievance addressed by the Certification Board for Music Therapist's (CBMT) Continuing Education Committee. This should occur only after the UAMT Grievance Procedure has been exhausted.