

The Society for the Advancement of Sexual Health (SASH) is fully committed to conducting all activities in strict conformance with ethical principles for professionals. SASH will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of consumers. The monitoring and assessment of compliance with these standards will be the responsibility of the Vice President of Education in consultation with the members of the continuing education committee, the SASH Ethics Chairperson, the Training Committee Chairperson and the Convention Chairperson.

While SASH 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 SASH which require intervention and/or action on the part of the event staff or an officer of SASH. This procedural description serves as a guideline for handling such complaints/grievances and requests for refund.

When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

1. The CE committee in conjunction with the SW consultant and VP of Education will review all grievances and develop a plan of action for resolution.
2. 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. After review, the Vice President of Education will then pass on the comments to the speaker, ensuring the confidentiality of the aggrieved individual.
3. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Vice President of Education or the committee will mediate and will be the final arbitrator. If the participant requests action, the following resolutions may be employed:
  - a. attempt to move the participant to another workshop, or
  - b. provide a credit for a subsequent workshop of the same value, or
  - c. provide a partial or full refund of the workshop fee.

Actions 3b and 3c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

4. If the grievance concerns the SASH conference CE program, in a specific regard, the CE committee, the SW consultant and/or the Vice President of Education will attempt to arbitrate.

5. If the complaint concerns refund requests for fees paid, SASH employs the following policies regarding refunds.

Membership dues are nonrefundable.

In extenuating circumstances, the member may file a request for refund which may be granted at the discretion of the SASH Treasurer depending upon the individual's circumstances.

Events

A full cash refund or account credit will be offered to registrants of live events/continuing education activities who have paid up to 30 days before the relevant live event/continuing education activity, less a \$25 service fee. Registrants who wish to withdraw less than 30 days before the relevant live event/ continuing education activity will not receive a refund. They may request credit, less a \$25 service fee, against a future event or available Video on Demand, which may be granted at the discretion of the SASH Treasurer depending upon the individual's circumstances.

Video on Demand (VOD)

VOD is not eligible for a refund, but a credit may be applied to another VOD or left on account for a future product. Once a VOD has been viewed requests for credit will not be honored.

Merchandise:

- T-shirts can be exchanged for a different size.
- Hats are nonrefundable.
- Posters are nonrefundable

Please contact the following to submit a complaint, or if you have additional questions:

Mary Deitch, JD, PsyD  
Training Committee Chair

[mary@deitchtherapyandconsulting.com](mailto:mary@deitchtherapyandconsulting.com)

610-945-8021

1112 McDade Blvd.

Woodlyn, PA 19094

Leah M. Briick, PhD  
Executive Director

[executivedirector@sash.net](mailto:executivedirector@sash.net)

610-348-4783

PO Box 916

Acworth, GA 30152

Matthew Hedelius, LCSW  
SW Consultant

[drhedelius@me.com](mailto:drhedelius@me.com)

40 West Cache Valley Blvd. #10A,  
Logan, UT 84341

855.442.1912



Adopted by the SASH Board of Directors

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