Continuing Education Grievance Policy

Applies to all continuing education courses offered by Ashley Fiore, LCSW PLLC

PURPOSE

Ashley Fiore, LCSW PLLC responds to every concern about its continuing education (CE) courses in a timely, fair and ethical manner, whether the concern comes directly from a participant, a regulatory board, the Association of Social Work Boards (ASWB) or the National Board for Certified Counselors (NBCC).

WHAT THIS POLICY COVERS

Concerns or complaints about course content, instructors or speakers, the training facility or online platform, registration and refund requests, accommodations, CE credit, nonreceipt of a certificate, and any other aspect of a course.

HOW TO SUBMIT A GRIEVANCE

Submit your concern in writing, preferably within 30 days of the course, to Ashley Fiore, LCSW PLLC at ashley@ashleyfiore.com, 828-230-1637, or 725 Merrimon Ave., PO Box 8337, Asheville, NC 28804. Please include your name, the course title and date, and a description of the concern. This contact information appears on all promotional materials.

HOW GRIEVANCES ARE RESOLVED

1. We acknowledge your grievance in writing within 5 business days.
2. Ashley Fiore, MSW, LCSW, CE Director, reviews the concern. **Geoff Sidoli, MSW, LCSW, social work planner, is involved in the review and resolution of every grievance submitted by a social worker**, so that each concern is reviewed by a licensed social worker in addition to the CE director, to remove any perception of bias and maximize objectivity.
3. We respond in writing with a proposed resolution within 30 days of receiving the grievance.
4. If you are not satisfied with the resolution, you may request a second review in writing within 15 days. The CE director and social work planner review it together and send a final written decision within 15 days.

REFUND REQUESTS

Refund requests are handled under the refund and cancellation policy published for each course. Requests outside that policy, including medical emergencies, are considered case by case through this grievance process.

CERTIFICATES

If you met all completion requirements and have not received your certificate within the stated time frame, contact us and we will verify your attendance and evaluation records and reissue the certificate within 5 business days.

RECORDS AND QUALITY IMPROVEMENT

We keep a written record of each grievance, the actions taken and the resolution for at least seven years. Records are provided to ASWB ACE or NBCC on request, and complaints are reported to NBCC as NBCC policy requires. Grievance information is reviewed by the CE director and social work planner and used to improve future courses.

FURTHER RECOURSE

Social workers may also contact the ASWB Approved Continuing Education (ACE) program at aswb.org. Counselors may contact NBCC at nbcc.org.

This policy is available on request and is provided with each course's agenda and policies. Effective November 2026.