

Southwestern Region
American Music Therapy Association
Continuing Education Grievance Policy and Procedure

- **The Mission and Purpose of the Organization:** The mission of the Southwestern Region of the American Music Therapy Association (herein after referred to as the Region) is consistent with that of AMTA: To advance music therapy and to increase access to quality music therapy services (AMTA Bylaws, Art II, Sec. 1).
- **The purpose of the Region is:**
 - a) to provide professional development opportunities for music therapists
 - b) to participate in the operation of the AMTA through representation on committees and the Assembly of Delegates
 - c) to further an awareness and acceptance of music therapy as a viable health profession through job development, public relations activities and local and state legislative action
 - d) to promote communication among members through Regional publications.

- **Grievance Procedures**

Members of the Region and participants in CMTE courses provided by the Region have the right to file a grievance regarding any aspect of the CMTE course, including promotional materials, learning objectives, prerequisites, qualifications and credentials of presenters, CMTE schedule and format, CMTE credits, fees and submission deadlines, and cancellation and refund policy. Members and participants must file a grievance in writing, via email or postal mail, to the Continuing Education Director for the Region. Contact information for the Continuing Education Director may be found on the Region's website, www.swamta.com, the *Red River Valley*, or by contacting any Executive Board Member of the Region. The grievance must state the title of the CMTE course, the presenter, the date of the course, and specific details of the reason for the grievance. The Continuing Education Director will review the grievance and respond in writing to the member or participant filing the grievance with a decision regarding the grievance within thirty (30) days of receipt of the written grievance, via email or postal mail.

- **Appeal Procedures**

The member or participant filing the grievance has the right to appeal the decision(s) made by the Continuing Education Director within thirty (30) days of receipt of the written grievance. The member or participant may file an appeal in writing, via email or postal mail, by sending a copy of the original grievance, the written decision of the Continuing Education Director, and specific reasons for appealing the decision to the Region's President. The President of the Region will consult the Region's Executive Board and respond in writing, via email or postal mail, within thirty (30) days of receipt of the written grievance with the decision of the Region's Executive Board regarding the appeal.

If the grievance remains unresolved after the appeal process, the member or participant has the right to have the unresolved grievance addressed by the Certification Board for Music Therapist's (CBMT) Continuing Education Committee. (NOTE: This should occur only after the Region's Grievance Procedure has been exhausted.)