



CASRA Learning Events General Information

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CASRA CEU Information

CASRA is an approved CEU provider for the following groups:

- MediCAL Certified Peer Specialists (CalMHSA Provider #10131)
- California Consortium of Addiction Programs and Professionals CCAPP Provider # 4-22-342-0424
- California Association of Marriage and Family Therapists (CAMFT Provider # 135364)

CASRA maintains responsibility for this program/course and its content.

Participants must attend the entire course to get credit. Credit is offered for actual instructional time. Meals and other breaks are not included.

CE certificates will be sent electronically within 30 days of verified course completion.

Grievance Policy

Complaints and Grievances – CASRA cares about what each person's learning experience. We hope attendees use the evaluation forms to provide feedback, both as to what went well and what could be improved, or ideas for future trainings. On rare occasions, there may be a specific complaint or grievance about which a participant is particularly concerned. CASRA wants to hear what each person has to say and hopefully work towards a resolution. The following is CASRA's process for addressing grievances.

The grievant will contact Joe Ruiz CASRA's Director of Learning and Communication at joe@casra.org

Depending on the type of grievance CASRA will take the following actions:

- If the complaint or grievance concerns a speaker, the content presented by the speaker, or the style of presentation, CASRA will ask the person to put comments in written format and file through email. CASRA will then pass the comments on to the speaker, without identifying the grieved individual.
- If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, CASRA will mediate and will be the final arbitrator. If the participant requests action, CASRA will:
 - offer 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.
- If the grievance concerns a CASRA staff person, the grievant will be connected with a member of CASRA's Executive Committee who will mediate the situation.
- If the grievance concerns a Continuing Education program, in a specific regard, CASRA will attempt to arbitrate.

Resolution

- Upon resolution of the grievance, the grievant will be notified by both a person contact and written communication
- Providing credit or refund will require a written note documenting the grievance for record keeping purposes. The note need not be signed by the grieved individual.



Refund Policy

Refunds and Cancellations – By registering for a CASRA Learning Event, the person is liable for the registration fee whether or not the person attends. Refunds will be honored provided a written notice of cancellation is received by 7 days before the event. Requests for cancellation should be emailed to the Director of Learning and Communication, Joe Ruiz, joe@casra.org. Requests for cancellations after the 7 day deadline will be handled on a case by case basis. All refunds will be assessed a 3 percent processing fee, which will be deducted from the refund. Refunds will be in the form of payment received for registration and will be processed within 4 weeks from the date of the request.

Americans with Disabilities/Special Needs

CASRA is committed to complying with the American Disabilities Act, as well all applicable state and local laws, to ensure that access to learning events to include registration, in-person/online attendance and participation are available to persons with disabilities, that address each individual's special needs. We hope to accommodate special needs individuals may have if it possible.

If you are an individual with special needs that require assistance, please contact:

Joe Ruiz, Director of Learning and Communication

By email: joe@casra.org

Phone: 424-494-9467

Please let us know two weeks in advance of the event to provide enough time to determine what accommodations can be made.