



**IMPORTANT POLICIES FOR REGISTRANTS**  
**The Annual Forum for Professionals**  
**Nov. 2-3, 2012**

**POLICIES INCLUDED**

- 1. Cancellation Policy**
- 2. Registration Policy**
- 3. Information-sharing Policy**
- 4. Grievance Policy**

**Cancellation Policy**

No refund will be given to participants who cancel after midnight on Oct. 31, or to those who do not show for the event. A 25 percent refund will be given for cancellations made by 11:59 p.m. on Oct. 1 (one month in advance), and a 10 percent refund will be given for cancellations made by 11:59 p.m. on Oct. 30 (two days in advance). To receive a partial refund, cancellations must be made in writing and sent to the EDCT by mail or e-mail. All refunds will be issued after the conference.

**Registration Policy**

The purpose of The Annual Forum for Professionals is twofold: 1) to offer continuing education to professionals in the field and 2) to foster a collaborative networking experience for professionals and/or graduate-level students interested in the treatment of eating disorders and related concerns. To provide professionals with the best possible learning and networking experience, The Annual Forum for Professionals is not open to members of the community. Eating Disorders Coalition of Tennessee (EDCT) staff reserves the right to allow and/or refuse participation to any registrant.

Educational and networking opportunities for the community are available statewide through EDCT's Professional Speakers Bureau (for civic, religious, and community organizations) and Youth Speakers Bureau (for high school and college-aged audiences).

**Information-sharing Policy**

As an approved continuing education provider of Vanderbilt University, EDCT follows the university's CE Course Manual, which includes a section on information sharing (page 5). According to this policy, EDCT may share a registrant's first name, last name and city/state upon written request from on-site exhibitors and/or patrons. Organizations that purchase advertisement space in the program but do not exhibit are not eligible for this benefit.

We encourage all registrants to visit the booths of our exhibitors/patrons and make the most of the networking opportunities available to you at The Annual Forum for Professionals.

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## Registrant Policies

### Grievance Policy

While EDCT goes to great lengths to ensure fair treatment for all participants and attempts to anticipate problems, occasional issues may arise that require intervention and/or action on the part of the conference committee and/or Executive Director. This procedural description serves as a guideline for handling such grievances.

When a grievance arises at a continuing education program event, grievances will be handled initially on an informal oral basis with an appropriate member of the conference committee and/or Executive Director. If the issue is not satisfactorily resolved or is of such an egregious nature that it requires additional resolution, it will be handled in a formal written basis.

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

1. If the grievance arises during a continuing education program and concerns a speaker, the content presented by the speaker, the style of presentation, or the nature of the training facilities, the complainant is expected to discuss the situation with the speaker immediately so the situation can be rectified in a timely manner to ensure the quality of the ongoing continuing education experience.
2. If the grievance arises during a continuing education program and concerns a speaker, the content presented by the speaker, the style of presentation, or the nature of the training facilities, and the complainant is unable or unwilling to speak directly to the speaker during the conference, the complainant is asked to put their comments in written format and send them to the Executive Director at 2120 Crestmoor Rd, Ste 3000, Nashville, TN 37215, or by email to [liz@edct.net](mailto:liz@edct.net).
3. If the grievance concerns a registration issue or an issue following the event, such as not receiving proper CE credit, the complainant is expected to promptly raise the issue with the Executive Director at 2120 Crestmoor Rd, Ste 3000, Nashville, TN 37215, or by email to [liz@edct.net](mailto:liz@edct.net).
4. If the speaker or Executive Director is unable to resolve a complaint, the complaint will be referred to the respective licensing and/or Certification Boards for final arbitration:

*Possible resolution outcomes may be:*

- a. Discussion with speaker for modification of the program content or presentation style.
  - b. Change in future venues to afford better physical environments.
  - c. Partial or full refund of tuition or alternative opportunity to participate in future programs.
5. Complainants making formal written grievances will receive written notification, within one month of receipt of the complaint, of the steps taken and the final disposition.
  6. All grievance records will be kept confidential and in secured files.