



EMDRAA Accredited EMDR basic training – Grievance Policy **Dr Leisa Davina and Vania Miteva**

Purpose of Grievance Policy

The trainers are committed to providing EMDR therapy training of a high standard, in line with EMDRIA curriculum requirements. This training is accredited by the EMDR Association of Australia.

If a participant believes, and can provide evidence, that the training did not meet the high standard set by the trainers, a complaint may be made using the procedure set out in this policy.

Who may make a complaint?

A person who has attended and participated in this EMDR Therapy training.

How to Complain:

1. If a participant has a complaint about the training, the participant is encouraged to raise the complaint directly with the trainer either:

a) Verbally, during the training in an appropriate manner;

b) On the evaluation form, which will be distributed to all participants at the end of the training.

2. If the participant does not raise the complaint as set in 1. above, the participant will have a further 4 weeks from the date of the training to contact the trainer, in writing.

3. All complaints must set out clearly what is specifically being complained about, and the reason the complainant believes that the standards of the training did not meet expectations.

Response process:

1. The trainer will respond to all complaints as soon as possible and within 4 weeks of a complaint being made.



2. If necessary, the trainer will investigate the complaint and advise the complainant of the outcome of that investigation.

Appeal process:

If the complainant is not satisfied with the outcome of the investigation by the trainer, then an appeal may be made to the EMDR Association of Australia within 4 weeks of the response from the trainer.

The complainant must:

1. Provide the name of the trainer.
2. The date and place where the training took place.
3. Set out clearly what is being complained about.
4. Confirm that the trainer has been contacted to attempt to resolve the complaint directly and why the complaint has not been resolved satisfactorily.

Ethical Concerns:

Any ethical concerns can be directed to AHPRA (the Australian Health Practitioner Regulation Agency) or New Zealand Psychology Board at www.ahpra.gov.au or <https://psychologistsboard.org.nz/>.

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