

Dear Registrant:

This is an outline of the American Balint Society Grievance Policy. You have made a complaint or expressed the intention to do so, and we are providing you with this information to help in that process.

Participants in ABS trainings may start by filing a grievance with the course director of the event in question. That person's name and contact information are available at the bottom of this letter. If your concern involves the course director in his/her role as faculty, or if handling your grievance directly with the course director is inappropriate for any reason, the alternative responsible person is also listed below.

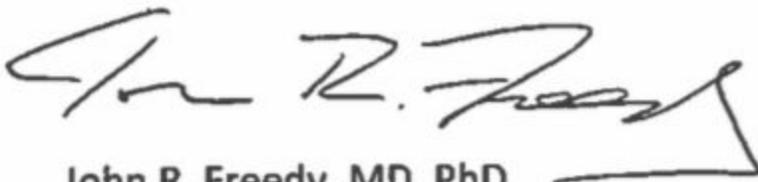
Please explain what happened to the course director or the alternative person. We recommend communicating in writing to keep a clear record. If you know, please tell us what you would like done about your concern. If you are not sure how your complaint can be addressed, the person responding to you will help clarify the options. While this letter is designed to be sufficient to help you voice your concern successfully, a full copy of the ABS Grievance Policy is also available on request.

Should matters remain unsatisfactory between you and the course director, please send your narrative description of what happened, along with the sequence of communications between you and the course director to the alternative person listed below, who leads the committee that oversees this activity.

The Committees that oversee our events have full authority to address complaints. Should a grievance reveal a problem with a policy or procedure of the Society, the committees will recommend appropriate revisions to our governing body in accordance with our bylaws.

Thank you for following this process. We look forward to resolving matters as quickly and satisfactorily as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "John R. Freedy". The signature is fluid and cursive, with a long horizontal stroke at the end.

John R. Freedy, MD, PhD
President, American Balint Society (2017-2019)

To voice a concern/request a change, contact:

Course Director: Eran Metzger

Email Address: metzger@hsl.harvard.edu

Alternative or in case of appeal:

Coordinator of Intensives: Janet Walker

Email Address: janetwalker3@icloud.com