



MINNESOTA NETWORK OF  
HOSPICE & PALLIATIVE CARE

## Music Therapy Continuing Education – Grievance Policy and Procedure

The following grievance policy has been filed with the Certification Board For Music Therapists. This policy is available to the public and can be found at <https://www.mnhpc.org/educational-opportunities>.

The mission and purpose of the Minnesota Network of Hospice and Palliative care is to strive to ensure that everyone has the help they need to live and die according to their wishes. We do this through education and advocacy around serious illness and end-of-life care. Minnesota Network of Hospice & Palliative Care is an organization made up of health care providers, individuals, and allied organizations all committed to advancing access to, knowledge about, and quality of hospice and palliative care in Minnesota. We provide information to the public about hospice and palliative care and help connect individuals and their loved ones with the care they need. We are also a member organization for health care organizations and individuals in the hospice and palliative care community. We provide opportunities for education and collaborate with regional organizations and national leaders to provide a state-wide perspective on advance care planning, palliative care, and hospice care.

### ***Right to file a grievance:***

- Every participant in a Continuing Education opportunity provided by the MN Network of Hospice and Palliative Care has the right to file a grievance.
- Participants have the right to file a grievance regarding workshop presentation or content, facility, or presenter behavior within 90 days of completion of the course relating to the grievance.
- Participants have the right to contact MNHPC's executive director, Dave Blomquist, by email at [dblomquist@mnhpc.org](mailto:dblomquist@mnhpc.org) or [info@mnhpc.org](mailto:info@mnhpc.org) at any time to address the status of their grievance filing.
- Participants have the right to be notified in writing about the decision of the grievance within 90 days of filing.
- Any participant has the right to file an appeal to the decision made by MN Network of Hospice and Palliative Care regarding the grievance within 90 days of written decision.
- Any participant has the right to have an unresolved grievance addressed by the CBMT Continuing Education Committee (NOTE: This should occur only after the MN Network of Hospice and Palliative Care grievance procedure has been exhausted.)

### ***Grievance Procedures: To execute a right to file a grievance a participant must:***

1. Contact the Education Program Coordinator by email at [info@mnhpc.org](mailto:info@mnhpc.org) in writing within 90 days of the occurrence. Indicate "Attention: Education Program Coordinator" in the subject line of the email.
2. Include a written testimony of the grievance including the nature of the grievance with important details like the date, location, presenter or course content/material related to grievance.
3. Provide copies of any evidence related to participation at the event in question or any other documentation providing evidence of the actual grievance occurring. Additional documentation may be requested by MNHPC as appropriate.

4. Agree to be interviewed via phone or web for any follow up testimony required or questions from the continuing education director. MN Network of Hospice and Palliative Care will strive to resolve all grievances within 90 days and maintain the highest level of participant satisfaction possible.

**MN Network of Hospice and Palliative Care will always execute the following steps in response to a grievance being filed:**

1. Provide a written response within 30 days of the filing of a grievance that the grievance has been received and reviewed.
2. Provide the participant filing the grievance with the following timeline for the review process:
  - a. *within 30 days: notified of receipt and review process begins.*
  - b. *within 60 days: all parties involved, including the filer, will be contacted for interview to gather more information, evidence and testimony as needed.*
  - c. *within 90 days: render a written decision to the participant regarding grievance.*
3. Provide a date and amount of expected refund in the case of justified grievance within 120 days of the original grievance filing.
4. Provide a list of suggested third party reviewers for participant to choose in the case an appeal to the decision may be desired.

**Right to file an appeal: In the event that the MN Network of Hospice and Palliative Care rules against a filed grievance a participant may refer to the following procedures to file an appeal:**

1. Inform the MNHPC Executive Director at [dblomquist@mnhpc.org](mailto:dblomquist@mnhpc.org) of request for an appeal in writing within 90 days of completion of the initial grievance decision.
2. Submit a written statement of reasons for appeal including any original or additional evidence to support the grievance.
3. Agree upon a neutral party arbitrator to review the initial grievance decision and the written appeal.
4. Provide copies of any appeal related evidence confirming participation at the event in question or evidence of the actual grievance occurring when requested by the continuing education director.
5. Agree to be interviewed via phone or web by the third-party arbitrator for any follow up testimony required or questions.

**When the initial grievance procedures and appeal processes have been completed the grievance decision made by the third party arbitrator will be communicated to the ED of MN Network of Hospice & Palliative Care and the following process will be executed:**

1. MNHPC will provide a written statement of the appeal decision and process for taking unresolved grievances to the CBMT Continuing Education Committee.
2. In cases of justified grievance decision, MNHPC will provide a written offer for a monetary refund of registration and course fees to the participant within 30 days of the appeal decision. All written offers shall include amount and date of distribution of funds returned to participant.