

## Registered Trainer Complaint Protocol

Adopted March 2013

Participants of professional development training events may choose to register a complaint about the behaviors and practices of an individual registered as a trainer with The Nevada Registry. For this reason, this complaint protocol has been developed. This document provides clearly stated policies and procedures to be followed in the event that an individual registers a formal complaint. It also describes the circumstances under which an individual's status as a registered trainer can be suspended and/or revoked.

### Rationale

The Registered Trainer Complaint Protocol is designed to be a transparent and supportive process. The intent is to provide trainers with an opportunity for reflection and to support their professional growth as trainers by helping them to better align their practice with the expectations outlined in the Ethical Obligations, Responsibilities and Professional Expectations of Registered Trainers (i.e., trainer agreement). To ensure that all registered trainers are aware of this process, a copy of this protocol will be mailed to each trainer's home address, posted to the Registry website on the "For Trainers" page and listed on the Registry blog.

### Registering a Complaint

Formal complaints must be submitted within 30 working days of the training in question. If the complaint is received verbally via the telephone, the individual will be asked to submit a formal complaint in writing. Formal complaints can be submitted via fax, mail or email. The individual will be asked to provide their name and contact information in the event that follow up by Registry staff is necessary, and will be provided assurances about the confidentiality of this process (i.e., their name will not be disclosed to the trainer at any time). While it is preferred that the individual provide their name and contact information, anonymous formal complaints will also be accepted. In either case, it is at this point that the feedback is considered a formal complaint.

A written/formal complaint must contain:

1. Name of individual making complaint (optional but will be kept confidential if provided)
2. Contact information of individual making complaint (optional but will be kept confidential if provided)
3. Name of the Trainer
4. Date(s) of the training
5. Title of the training
6. Location of the training
7. Clearly stated statement and description of the complaint/areas of concern

Verbal feedback is not considered a formal complaint. In all instances, if the individual making the complaint is not willing to provide a formal complaint in writing, no further action will be taken.

## Procedure

In the event that The Nevada Registry receives a formal complaint regarding the practices of a registered trainer and/or the content of a registered training, staff of The Nevada Registry will initiate the following action(s):

### FIRST COMPLAINT:

Once a formal complaint is received, a determination will be made as to whether the nature of the complaint appears to be a violation of the Ethical Obligations, Responsibilities and Professional Expectations of Registered Trainers agreement.

- a. If the complaint is not related to the trainer agreement (i.e., the individual didn't like the subject, doesn't agree with the trainer's teaching style or philosophy, etc.) the feedback will be documented in the trainer's account but no further action will be required. Professional development support and resources may be provided to the trainer as deemed appropriate by The Nevada Registry.
- b. If the nature of the complaint is specifically related to the expectations outlined in the trainer agreement, the Registry Program Director will notify the affected trainer via email. The email will outline the details of the complaint and include a request to review the trainer agreement signed previously to ensure that they are offering professional development training events that are in compliance with the expectations outlined within that agreement. This correspondence will be provided for informational purposes. While a formal response is not required at this point, the trainer will be invited to provide any clarifying information about the training in question and/or to contact the Program Director directly to discuss the circumstances around the alleged complaint.
- c. All communication will be documented in the trainer's account.

### SECOND COMPLAINT:

In the event that a second complaint is received, the steps outlined in the above section will be followed in order to obtain a formal complaint in writing (if received via the telephone or otherwise secondhand).

- a. Once a second formal complaint has been received, the trainer will be placed in probationary status. The probationary status will be in effect for the trainer's next 3 Registry-approved trainings (regardless of the time span between trainings). The Registry Program Director will contact the trainer via email with the details of the complaint and notify him/her that if additional complaints are received during the probationary period he/she will be required to attend and observe a Registry-approved training of The Nevada Registry's choice. The trainer will be provided with professional development resources aimed at supporting and improving their practice (i.e., information on adult learning practices, etc.).
- b. The trainer will be asked to provide a written response to the complaint. Failure to comply with this step will result in a suspension of a trainer's registration status until a written response is received. Training approval requests cannot be submitted during the suspension period and all previously-approved events that have not yet occurred at the time of suspension will be cancelled.
- c. The trainer's next 3 Registry-approved trainings must be open to the public (regardless of the time span between trainings).
- d. All communication will be documented in the trainer's account.

### THIRD COMPLAINT:

In the event that a third formal complaint is received, a remediation plan will be developed.

Within 60 days:

- a. The trainer will be asked to submit a written response to the complaint with an action plan for ensuring adherence to the trainer agreement.
- b. The trainer will be required to attend a Registry-approved professional development training event offered by an agency designated by the Registry (a list will be provided) and to complete a "Training Reflection Exercise"; both of which are intended to provide the individual with an opportunity to observe another registered trainer and to reflect upon their own practice and learn new strategies/techniques to incorporate into their own training. The Registry will make every attempt to choose agencies with events scheduled in the near future and that are being offered at low or no cost; however, should the training chosen by the trainer be fee-based, the cost to attend will be the responsibility of the individual trainer.
- c. The trainer will be paired with a Mentor Trainer selected by The Nevada Registry who will provide mentoring support to the trainer for a period of 2-6 months. In addition to mentoring the trainer, the mentor will attend one of the trainer's Registry-approved trainings and conduct an objective observation using the Observation Checklist provided by the Registry. Feedback from the observation will be shared with the trainer as well as with The Nevada Registry Program Director.
- d. The trainer must submit one request for training approval for the purposes identified in item "c" above. No other training approval requests can be submitted during this 60 day period.
- e. All future Registry-approved events must be open to the public until further notice.
- f. Failure to comply with any of the steps outlined in items "a"- "e" above will result in a 6 month suspension of a trainer's status as a registered trainer. At the end of the suspension period, all steps listed in this section must be completed within 60 days if the trainer would like to continue participating in the training approval system. Failure to do so will result in a permanent termination of a trainer's status.
- g. All communication will be documented in the trainer's account.

### FOURTH (AND FINAL) COMPLAINT:

Upon receipt of a fourth formal complaint, the trainer's status will be placed on suspension.

- a. An email will be sent to the trainer notifying them that they have been placed on suspension effectively immediately. A notice of suspension will also be mailed to the trainer's home address on file.
- b. An ad hoc committee comprised of three members of the Registry Advisory Committee will be convened within 20 business days following the fourth complaint to review the trainer's file/history of complaints and to make a decision about the trainer's future status as a registered trainer with The Nevada Registry. The members of the ad hoc committee will be chosen based on

the following criteria: a) rotating members of the Advisory Committee to serve, b) members' ability to meet during the established time frame, c) committee members must not have any professional or personal conflicts of interest with the trainer.

- i. The committee can choose to temporarily suspend the trainer's status as a registered trainer (i.e., 3 – 6 months)\*, revoke the trainer's status with the ability to be reinstated as a registered trainer after a designated period of time (i.e., 1 year)\*, or terminate the trainer's status permanently. The decision will be based on the severity of the complaint, the trainer's complaint history and the feedback received from the Mentor Trainer regarding the trainer's progress and/or compliance.
  - ii. A letter containing the decision of the ad hoc committee will be sent to the trainer's home address within 10 business days following their decision.
- c. Training approval requests cannot be submitted during the suspension period and all previously-approved events that have not yet occurred at the time of suspension will be cancelled.
  - d. If the trainer is listed on the Trainer Directory, their listing will be removed for a period consistent with decision of the ad hoc committee. Any fees paid for listing in the directory are non-refundable.
  - e. A trainer may appeal the decision made by the ad hoc committee in accordance with the established appeals process.
  - f. All communication will be documented in the trainer's account.

\* A reinstated trainer (following a temporary suspension or designated revocation) who receives any further formal complaints after being reinstated may be permanently terminated from The Nevada Registry's training approval system.

#### Final Considerations

Staff of The Nevada Registry, members of the Registry Advisory Committee and/or individuals otherwise designated by The Nevada Registry, reserve the right to attend any Registry-approved training without prior notice.

The Nevada Registry has an ongoing partnership with Child Care Licensing. Complaints that are regulatory in nature (i.e., fraudulent certificates, etc.) will be shared with licensing staff as deemed appropriate by The Nevada Registry.

The Nevada Registry reserves the right to disregard the steps outlined in the Registered Trainer Complaint Protocol and immediately terminate a trainer's status for conduct that in the judgment of The Nevada Registry is deemed to pose a direct or indirect risk to health and wellbeing of the trainer, the individuals participating in a professional development training event and/or the children receiving child care services from training attendees.

This document may undergo periodic review.