

Problem Solving Procedure for Program Participant

PANO is committed to addressing problems when they occur. PANO will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of program participants. While PANO goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be issues which require intervention and/or action on the part of the staff.

The following guidelines outline PANO's policies and demonstrate how seriously each complaint is handled.

- Contact information for every staff member is made publicly and readily available to allow members to express any problems they may have as quickly as possible.
- Staff members immediately report any problems to the Executive Director.
- Staff members immediately respond to all problems:
 - If the problem concerns a speaker, the content presented by the speaker, or the style of presentation, a staff member will pass the comments to the speaker, assuring the confidentiality of the grieved individual.
 - If the problem concerns the facilities in which the workshop is offered, a staff member will pass the comments onto the main contact at the event facility.
 - If the problem concerns a PANO staff person, in a specific regard, the Executive Director will mediate.

If the PANO staff person determines that action is needed or if the participant requests action, PANO staff will work with the participant to determine the best response given the specific situation.