

### Customer Complaints and Learner Bill of Rights

Baystate Continuing Interprofessional Education (BCIPE) recognizes that as a life-long learner you choose educational activities based on your gaps in knowledge, skills and/or to enhance your professional competencies.

Baystate Continuing Interprofessional Education's commitment to you as a learner is to provide you with quality, evidence based educational activities. We review the course evaluation data from our learners and use that information to continuously improve our course offerings.

#### **The Content of the BCIPE sponsored educational activities:**

- Promotes improvements or quality in healthcare
- Is current, valid, reliable, accurate and evidence-based
- Addresses the stated objectives or purpose
- Is driven and based on independent survey and analysis of learner needs, not commercial interests
- Has been reviewed for bias and scientific rigor
- Offers balanced presentations that are free of commercial bias
- Is vetted through a process that resolves any conflicts of interest of planners and faculty
- Is evaluated for its effectiveness in meeting the identified educational need

#### **The learning environment we provide:**

- Is based on adult learning principles that support the use of various modalities
- Supports learners' abilities to meet their individual needs
- Respects and attends to any special needs of the learners
- Respects the diversity of groups of learners
- Is free of promotional, commercial and/or sales activities

#### **As a learner we inform you of the**

- Financial relationships that planners, teachers and authors have with any entity producing, marketing or reselling, or distributing health care goods or services consumed by, or used on patients
- The source of commercial financial or in-kind support of the educational activity.

#### **If you have a complaint BCIPE staff will discuss this complaint by phone, email or mail according to your preference. We will:**

- Treat your complaint respectfully.
- Attend to your complaint in a timely fashion.
- Resolve your complaint taking any/all reasonable measures. If the complaint relates to a continuing education faculty or staff member we will inform the individuals of the nature of the complaint, resolve the issue and inform you regarding the method of resolution.
- Design and implement solutions to prevent recurrence of problematic areas.
- If the complaint cannot be resolved by BCIPE, BCIPE will bring it to the attention of the Senior Vice President for Academic Affairs and/or the CE Advisory Committee for resolution