

AMERICAN PSYCHOLOGICAL ASSOCIATION APPROVAL OF
SPONSORS OF CONTINUING EDUCATION FOR PSYCHOLOGISTS

Policies and Procedures Manual

APPROVED BY THE BOARD OF EDUCATIONAL AFFAIRS (OCTOBER 30, 2025)

APPROVED BY THE COUNCIL OF REPRESENTATIVES (FEBRUARY 21, 2026)

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Preface

This manual is the most recent revision of the document originally entitled APA Approval of Sponsors of Continuing Education for Psychologists Criteria and Procedures Manual, first approved by the American Psychological Association Council of Representatives in January 1987.

Changes to the policies and procedures of the APA Approval of Sponsors of Continuing Education for Psychologists contained in this Manual are recommended by the Continuing Education Committee and require approval by the Board of Educational Affairs, the Board of Directors, and in some cases the Council of Representatives. Amendments with broad or major policy implications require approval by the Council of Representatives (“the Council” or “CoR”). Amendments to general policies and procedures may be approved by the Board of Directors (“BoD”) on behalf of the Council. Interpretation and implementation of the policies and procedures are based on the discretion and exercise of professional judgment of the Continuing Education Committee (“the CEC”). Members of the Committee are appointed by the Board of Educational Affairs.

This revision is effective as of February 2026 and supersedes all previous versions.

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Continuing Education Committee

Structure of the CEC

The CEC comprises members appointed by the APA's Board of Educational Affairs (BEA), with nominations solicited openly by means of the nomination process specified in the APA Association Rules. In appointing members, the BEA seeks individuals who have expertise and experience in continuing education planning, administration, and evaluation, and who broadly represent the major fields of psychology, various geographic regions, and represent a diversity of experiences and perspectives. Members of the CEC serve a 3-year term, with at least two new members appointed each year. Each member may serve no more than two consecutive terms. If a CEC member is unable to complete their term, the BEA may approve and invite an alternate to complete that member's term. The CEC reports to the BEA that operates as a part of the governance structure of APA.

CEC and APA Approval of Sponsors of Continuing Education for Psychologists

APA created the Office of CE Sponsor Approval to facilitate psychologists' access to carefully reviewed CE programs offered by organizations that meet APA Standards as set forth in the APA Standards and Criteria for Approval of Sponsors of Continuing Education for Psychologists ("Standards and Criteria"). APA's CEC and its Advisory Council are responsible for the approval of CE providers as APA-approved sponsors of continuing education. The Advisory Council comprises former CEC members who serve for a term of three (3) years, which may be renewed for one additional consecutive term, to provide historical context and consistency for the CEC and focused expertise in areas relevant to continuing education. Up to five prior CEC members, which the CEC selects on a volunteer basis, constitute the Advisory Council.

The work of the CEC in connection with sponsors of CE is confidential, except (a) when information is shared, as needed, with APA's legal counsel; (b) when disclosure is legally

advisable or required; (c) when APA determines that information should be disclosed in connection with allegations by or about an applicant or APA's review of an applicant; or (d) when approved confidential minutes of the CEC's meetings become available to the Board of Educational Affairs, the Board of Directors, or other APA staff, as needed. The Committee Chair, in consultation with the Office of General Counsel, may also determine that further dissemination is appropriate. The CEC may occasionally use aggregate data based on routine reports from APA-approved CE sponsors to provide general information about the activities of the APA Approval of Sponsors of Continuing Education for Psychologists.

Conflict of Interest

CEC members must exercise good faith and should avoid participating in decisions where potential or actual conflict of interest exists and comply with the CEC and APA Conflict of Interest Policies.

Any CEC members aware of circumstances that they believe might pose a conflict of interest, either for themselves or another member, should inform the Chair of their concern and request recusal from the decision-making process. Requests for recusal are granted by the Chair and noted in the minutes. If the Chair becomes aware of a CEC member's actual or potential conflict and the Chair is uncertain about the appropriate resolution, the Chair shall refer the matter to the full CEC for resolution. If the CEC determines that an actual or potential conflict of interest exists regarding a CEC decision, the member will be recused during discussion and decision making. The minutes of the meeting will reflect the recusal of any decision regarding a potential or actual conflict of interest. When there is any doubt in the member's mind as to whether a conflict exists or may appear to exist, the member should refer the issue to the CEC or Chair. In addition to recusal, a CEC member may abstain from voting on a matter at any time.

Application Review

How Sponsors Apply

To obtain APA approval as a sponsor of CE for psychologists, applicants apply for review by the CEC. The application, along with supporting materials, must include a nonrefundable payment with the appropriate application fee. Applicants who have questions or require assistance in completing the application may write (SEducation-CESAS@apa.org) or call ((202) 336-5991, option 1) the APA Office of CE Sponsor Approval.

Application deadlines are twice each year. Following those deadlines, the CEC reviews applications and meets to consider applications twice per year. Further information can be found at the [CE Sponsor Approval Applications webpage](#).

Renewing and new applicants are informed of the CEC's decision following the meeting in which the CEC considered their application. Applications that demonstrate adherence to the Standards and Criteria may be approved. Applications that the CEC does not approve (e.g., deferrals, denials, and upheld denials) and proposed one-year approvals are determined by a majority vote. The CEC may also agree unanimously to act without an in-person meeting.

Consideration of Applications

The Office of CE Sponsor Approval encourages applications that demonstrate a commitment to CE for psychologists, provided that the applicant's mission, basic tenets, and program offerings are and remain consistent with APA policy.

Applicants that offer CE that is relevant to the field of psychology and involve psychologists in all aspects of program planning and development are welcome to apply. Approval will be based on a program's compliance with the Standards and Criteria. The CEC may deny approval if it determines that the applicant's mission, basic tenets, or program offerings are not consistent with APA policy, information in the application is inaccurate, or an applicant is not in compliance with the CEC's Standards and Criteria. If the CEC determines that any non-compliance is minor (or easily resolved) or that full compliance will be achieved with minor revisions, it may exercise its professional judgment to provide approval on the understanding that such changes will have occurred by the time the sponsor responds to their Review Report.

In addition to the information and materials supplied by the applicant, the CEC reserves the right to consult other sources of information as appropriate, including an applicant's previous Review Reports and the resolution of any prior complaints, if they exist, including the complaint(s) and the applicant's response(s) to such complaint(s), to ensure any potential issues have been addressed by the applicant. Committee members may consider this information and apply their professional knowledge and experience to make decisions on applications. If the CEC relies on sources of information other than those supplied by the applicant, the CEC will notify the applicant and provide an opportunity to respond to those additional materials before the CEC makes a final decision to deny or terminate approval.

Types of CEC Action

Two-Year Approval

Two-Year Approval is granted to first-time applicants whose applications meet the Standards and Criteria. At the end of this approval period, sponsors must reapply for continuation of approval by submitting an application. During this approval period, sponsors must address any concerns noted by the CEC at the time of approval (see Application Review Responses below). At the end of the Two-Year Approval, sponsors must submit a full renewal application to be eligible for a Five-Year Approval. All courses offered during the approved 2-year period must remain in compliance with the Standards and Criteria.

Five-Year Approval

Five-Year Approval is granted to applicants who have successfully completed a Two-Year Approval and submitted an application that meets the Standards and Criteria. Applicants must also have satisfactorily addressed any concerns noted by the CEC at the time of the last previous approval, and the application shall reflect any required changes. Applicants must submit a full renewal application at the end of the approval period. All courses offered during the approved 5-year period must remain in compliance with the Standards and Criteria.

Seven-Year Approval: Approval With Distinction

Seven-Year Approval is granted to applicants who have successfully completed a Five-Year Approval and submitted an application that meets the Standards and Criteria and, additionally, the requirements for Distinction. The application for Approval with Distinction is available to APA-approved CE sponsors who have already received Five-Year Approval and complete and pass at least one course offered by APA on best practices in quality continuing education each year. This optional application seeks to encourage sponsors to engage in ongoing learning to ensure exceptional quality in their CE offerings. The opportunity for a sponsor to pursue and achieve Approval with Distinction is optional; sponsors who choose not to participate need not meet the Distinction criteria. If the applicant chooses to apply for Distinction, they must not only demonstrate compliance with all Standards and Criteria but must also meet all requirements in the Distinction criteria, which include affirming and renewing their status as Approved with Distinction each year of their Seven-Year Approval. Sponsors with Distinction will be identified on the APA website.

To maintain their status as a sponsor with Distinction, sponsors must meet all requirements associated with this designation. This includes submitting the appropriate fees and engaging in the required ongoing professional development (e.g., successfully completing at least one course offered annually by the APA Office of CE Sponsor Approval on best practices in quality continuing education).

To maintain their status as a sponsor, a sponsor with Distinction must operate in compliance with the Standards and Criteria. The CEC addresses implications related to sponsor noncompliance at its own professional judgment based on the consideration of a number of factors, including the sponsor's history and degree of noncompliance. If a complaint has been lodged against a sponsor with Distinction and, after investigation, the CEC determines based on its professional judgment that the sponsor is found to no longer comply with, or to significantly deviate from, the requirements in the Standards and Criteria, their status as a sponsor with Distinction will be revoked, and the sponsor will be placed on probation.

One-Year Approval

One-Year Approval may be granted to applicants who have completed, at a minimum, a Two-Year Approval but do not fully meet all the Standards and Criteria in the current application cycle. This is a matter within the CEC's professional judgment based on the extent and duration of any noncompliance, any history of noncompliance, the ease by which compliance may be rectified, and any other circumstances that the CEC deems relevant. After one year, sponsors must reapply having addressed the specific concerns that the CEC had indicated at the time of One-Year Approval. Other than as set forth above, One-Year-Approved sponsors retain the benefits, rights, and responsibilities of Two- or Five-Year-

Approved Sponsors. All courses offered during the approved 1-year period are expected to remain in compliance with the Standards and Criteria.

Other than as set forth above, One-Year Approval may be granted at any point in the approval cycle after completion of the initial Two-Year Approval (i.e., at any time reapplication is required). After 1 year of approval, a second One-Year Approval may be granted if the CEC continues to have concerns. One-Year Approval may be granted only twice consecutively for any approval cycle. Should the sponsor not adequately remedy the concerns flagged in the professional judgment of the CEC after the second One-Year Approval, the CEC will deny further approval.

Deferral

In certain instances, the CEC may defer action on an application if the CEC determines in its professional judgment that it needs more information to render a decision about whether the applicant has adequately complied with the Standards and Criteria. In such cases, the CEC may request additional relevant information from applicants, with a deadline by which to respond, to allow review of the response at the next regularly scheduled meeting of the CEC.

The purpose of a deferral is to allow the CEC time to seek clarification or additional information on programs or materials submitted by the applicant. New information submitted in response to a deferral that does not directly provide clarification regarding the CEC's concerns (e.g., new procedures adopted after a deferral, new programs that were not part of the originally deferred application) will not be considered during the CEC's review of the response to a deferral. If the requested information does not arrive by the deadline, or the information does not satisfactorily address the CEC's concerns, the CEC may deny the application. Any later request for approval will require a new application.

Denial/Termination of Approval

The CEC will deny approval to applicants who do not sufficiently demonstrate adherence to the Standards and Criteria, including, but not limited to, issues related to individual Criteria and lack of appropriate program oversight or support (e.g., inaccurate or fabricated references purporting support for program content, programming lacking sufficient empirical support, program content with evidence of harm). The CEC will provide to the applicant, in writing, reasons for denial. The CEC may decide to deny approval at any stage of the application or renewal process. Applicants denied approval may reapply or request reconsideration. An applicant must complete a request for reconsideration before requesting a formal appeal (see Procedures for Reconsideration and Appeal of Decisions).

Sponsors and applicants must conduct themselves in a professional and collegial manner when communicating with

the CEC and APA staff. Sponsors and applicants, whether new or renewing, are expected to follow APA's civility rules. The CEC, at its sole discretion, may decline to process, approve, or renew applications from sponsors who have engaged in conduct inconsistent with the standards of the profession. This discretionary authority applies to both applicants and

current sponsors. If the CEC declines to work further with a new or renewing sponsor, it will reimburse on a prorated basis a sponsor's or applicant's relevant fees. In addition, for those sponsors who are APA members and required to follow APA's Code of Ethics, the Chair may file a complaint with the APA Ethics Committee.

Terms of Approval

1. APA-approved sponsors must conform to the Standards and Criteria.

Approved sponsors agree to conduct CE activities in conformance with the Standards and Criteria. Sponsors in violation of the Standards and/or Criteria will be subject to probation or termination of approval.

2. Sponsors must pay scheduled fees.

Nonpayment of fees will result in probation and, ultimately, termination of approval. New applications will not be reviewed until fees are paid.

3. Application Review Responses

Successful applicants will receive a Review Report after the decision of approval. The Review Report will include comments and concerns noted by the CEC about the application. Sponsors must respond to all concerns noted in the Review Report

within the time frame provided. Failure to provide satisfactory responses in a timely manner to Review Reports may result in probation and, ultimately, termination of approval.

4. Audit Process and Audit Report

The CEC may occasionally ask approved sponsors to submit an audit report detailing programs they have offered under the auspices of APA approval. The submitted audit report must include a comprehensive list of all activities that the sponsor offered to psychologists for credit in the previous year, promotional materials for each corresponding program, and a list of programs planned for the upcoming year. Office of CE Sponsor Approval staff may inquire about programs or activities that appear to violate the Standards and Criteria. Failure to submit a complete audit report in a timely manner, as requested by the staff, and/or failure to comply with the Standards and/or Criteria may result in probation and may lead to termination of approval.

Changes in Approval Status

1. APA-Approved Sponsors May be Reevaluated

Approved sponsors may be reevaluated under the following circumstances:

1. Failure to comply with the Terms of Approval outlined in these Policies and Procedures.
2. Substantial changes in a sponsor's goals, activities, or administration.

3. Indications or a complaint that a sponsor's CE activities fail to meet the requirements of the Standards and/or Criteria.
4. The planning, evaluation, and/or other procedures followed by the sponsor are substantially inconsistent with those described in the sponsor's application, or response to concerns brought forth in an audit indicates that the Standards and/or Criteria are not being adequately followed.

Under any of the above-listed circumstances or additional circumstances within the discretion of the CEC, the sponsor

may be reevaluated. The CEC will describe in writing, in a notification-of-reevaluation letter to the sponsor, the reasons for the reevaluation. The sponsor will then have the opportunity to respond to the CEC's notice by the deadline provided. The CEC's reevaluation, after consideration of the sponsor's response, may result in probation or termination of approval.

2. APA-Approved Sponsors May be Placed on Probation

If an approved sponsor's activities do not meet the Standards and Criteria, or if a sponsor fails to comply with the Terms of Approval in this Manual, the CEC may place the sponsor on probation. The CEC will describe in writing, in a notification-of-probation letter to the sponsor, the reasons for, and length of, the probationary period and the sponsor will have the opportunity to respond to the CEC's notice letter by the

deadline provided. The CEC will then determine whether to place the sponsor on probation. Although the sponsor will retain approval status during the probationary period, the CEC will closely monitor the sponsor's activities during this probationary period.

At the end of the probationary period, the sponsor must document compliance with the issues raised in the notification-of-probation letter. If they do not provide such documentation, the CEC will provide the sponsor with notice of their termination of sponsorship and will have the opportunity to respond to the CEC's termination letter by the deadline provided. If the sponsor does not request reconsideration or if, upon reconsideration, the CEC determines the sponsor did not provide adequate documentation of compliance through their original response to their probation, approval will be terminated, and the sponsor must submit a new application to regain approval status.

Procedures for Reconsideration and Appeal of Decisions

Except as set forth in this Section, the following decisions made by the CEC are considered adverse decisions for which the sponsor or applicant ("sponsor/applicant") may request reconsideration by the CEC or formal appeal. A request for reconsideration is required before formal appeal. Such procedures are available where a sponsor/applicant has received a:

1. Denial,
2. Probation, or
3. Termination of Approval.

The procedures for reconsideration and appeals of decisions shall be in accordance with the procedures outlined below.

The CEC shall transmit its decision of Denial, Probation, or Termination of Approval to the sponsor/applicant in a written notification letter. The letter of notification shall include the basis for the adverse decision and inform the sponsor/applicant of the right to request reconsideration of the decision by the CEC. If the CEC votes to uphold its adverse decision following the request for reconsideration, the sponsor/applicant will then have the right to request an appeal of the decision.

A written request for reconsideration or appeal that is filed in a timely manner by a sponsor/applicant shall stay the adverse decision until the reconsideration or appeal hearing is completed. The approval status of the sponsor during the

process of reconsideration or appeal shall remain as it was before the adverse decision.

A sponsor/applicant is *not* entitled to a request for reconsideration by the CEC or a formal appeal by an Appeal Panel under these Policies and Procedures if the Denial or Termination of Approval is based on a failure to pay fees or provide materials requested by the CEC in a complete and timely manner. Instead, if the Denial or Termination of Approval is based on either of those grounds, the request for reconsideration or a formal appeal shall be submitted to the Chair of the CEC and the decision by the Chair shall be transmitted to the sponsor/applicant in a written notification letter and shall include the basis for the adverse decision. The Chair's decision shall be final and not appealable.

Request for Reconsideration

If a sponsor desires reconsideration of an adverse decision, the sponsor shall submit a written request for reconsideration (and the basis for requesting reconsideration) to the Office of CE Sponsor Approval within 30 days following the date of receipt of the notification letter from the CEC describing the basis for the adverse decision.

Reconsideration shall be based only on the information before the CEC at the time of its initial decision. If the sponsor/applicant seeks to submit revised information in response to

CEC concerns (e.g., substantial changes in the sponsor or their programs since the initial decision), a new application must be filed and a request for reconsideration will not be entertained. The reconsideration will occur at the next regularly scheduled meeting of the CEC and shall be convened at no additional cost to the sponsor/applicant. If, following the reconsideration, the CEC upholds its initial decision, the sponsor/applicant may request an appeal hearing before an Appeal Panel.

Appeal

1. Filing an Appeal

A sponsor/applicant may challenge an adverse decision within 30 days of receipt of written notice of the CEC's adverse decision on reconsideration. The standard under which an appeal is heard is that the grounds upon which the CEC relied for its decision were arbitrary, capricious or failed to properly follow the Standards and Criteria and/or the Policies and Procedures of the Committee. The sponsor's request for appeal shall include a statement of reasons for appealing the decision of the Committee. The Appeal Panel will not consider any issue not specified in the request for appeal. The appeal should be addressed to the President of APA. A nonrefundable appeal fee will be charged to the appealing Sponsor ("appellant"), such fee to be submitted with the appellant's letter of appeal. Information about fees may be found on the [CE Sponsor Approval Fees webpage](#). If no timely request is received, the decision of the Committee shall be final.

2. Appointment of an Appeal Panel

Within 60 days of receipt of the sponsor/applicant's letter of appeal, the Office of CE Sponsor Approval will provide the appellant with a list of three (3) potential Appeal Panel members designated by the APA Board of Educational Affairs (BEA). No Appeal Panel candidates will have had a prior connection with the sponsor/applicant or with the approval process related to the sponsor/applicant. Panelists need not have a particular specialty or be from a particular geographic location to serve. Within 30 days, the sponsor/applicant may challenge any of the designated panelists for good cause (e.g., conflict of interest, bias, or other prejudicial basis). If the sponsor/applicant shows good cause why a named panel candidate is unacceptable, the Office of CE Sponsor Approval will select an alternative replacement in the same manner as the initial three (3) panelists. The appellant may also challenge the replacement for due cause. This procedure will be used until the appellant has approved three (3) acceptable panelists. If the sponsor/applicant does not notify the Office of CE Sponsor Approval of any objections to the potential three (3) Appeal Panel members within 30 days, the BEA will designate these three (3) members to serve on the Appeal Panel. The BEA will designate one (1) of the three (3) panelists as chair of the

Appeal Panel. The Board of Directors of APA will also be informed of the panelists who make up the Appeals Panel.

3. Appeal Hearing

A virtual appeal hearing will take place within 90 days of the designation of the Appeal Panel, unless that is impractical, in which case the hearing will be scheduled at the earliest date thereafter. The Appeal Panel will convene a hearing via video call at a date and time acceptable to all parties. All parties shall be notified of the date, time, and virtual hosting platform of the hearing. In addition to the three (3) members of the Appeal Panel, both parties—one (1) or more sponsor/applicant representatives and one (1) or more representatives of the CEC—will attend the hearing. The Office of General Counsel shall provide guidance if legal or procedural issues arise and provide counsel, if needed, to the Appeal Panel. Others in attendance may include staff of the Office of CE Sponsor Approval. Separate legal counsel also may accompany either party; however, there is no such requirement, and this hearing is not viewed as adversarial, but collegial, with both parties and the Appeal Panel seeking to ensure quality continuing education programs to psychologists.

4. Scope and Conduct of Appeal

An appeal is not a *de novo* hearing, but a challenge of the decision of the CEC based on the evidence before the CEC at the time of its decision. The CEC's decision should not be reversed by the Appeal Panel unless such decision was arbitrary, capricious, or otherwise not in accordance with the Standards and Criteria and/or the Policies and Procedures of the CEC. Accordingly, the Appeal Panel should not substitute its judgment for that of the CEC merely because it might have reached a different decision had it heard the matter originally. If an issue requires a legal interpretation of the CEC's procedures or otherwise raises a legal issue, the APA Office of General Counsel may resolve the issue instead of the Appeal Panel.

The procedural and substantive issues addressed by the Appeal Panel are limited to those stated in the appeal letter. The Appeal Panel may only consider the facts or materials that were before the CEC at the time of its decision and information properly submitted as part of a request for reconsideration. The Panel will be provided with only documents and information considered by the CEC in making its decision, the letter that notified the sponsor/applicant of the CEC's decision, the CEC's denial of the applicant's/sponsor's request for reconsideration, the appellant's letter of appeal, the appellant's submitted written brief, and the CEC's submitted reply brief. The letter of appeal and written briefs shall not refer to information or materials that were not before the CEC. Any additional information supplied by the appellant in the written briefs cannot describe new components of the sponsor/applicant or changes made after initial review/action. Furthermore, the CEC's brief may not include any new information that the CEC had not considered but that may come into its possession

from public sources (e.g., social media, newspaper articles). Any such new information by either party may cause a brief to be rejected by the Office of General Counsel and will not be considered by the Appeal Panel. The appellant must provide all materials, including its brief, at least 45 days before the date of the appeal hearing. The CEC must provide all materials, including its reply brief, at least 15 days before the date of the appeal hearing.

When Counsel for the appellant attends and participates in the hearing, it is with the understanding that they recognize the proceedings are not a judicial forum, but a collegial forum to review the CEC's decision in terms of procedural violations or substantive errors. No requirement exists that legal counsel must represent the appellant or the CEC.

APA's Office of General Counsel will also attend the hearing. The Office of General Counsel has responsibility to assure compliance with the APA Approval of Sponsors of Continuing Education for Psychologists: Policy and Procedures Manual and may resolve legal or procedural issues. The Office of General Counsel may also advise the Appeal Panel. Legal counsel may also appear at the hearing on behalf of the CEC.

At the hearing, the appellant shall first present arguments regarding the issues raised in the appeal. The CEC shall then present its arguments in response to those of the appellant. (The appellant and the CEC may decide what role, if any, each of their counsel, if attending, shall have in presenting.) The Appeal Panel may address questions, as appropriate, to either the appellant and/or the CEC. Neither the appellant nor the CEC shall have the right to question each other directly,

although either can raise issues or suggest questions that the Appeal Panel will have the discretion to explore with the other party. Following the initial presentations, and any questions by the Appeal Panel, the appellant and then the CEC shall be allowed closing statements. The Appeal Panel may, in its discretion, depart from this format should it determine that considerations of fairness and complexity so require.

The burden of proof shall lie with the appellant.

5. Decision and Report of Appeal Panel

The CEC's decision should be affirmed unless the Appeal Panel determines the CEC's decision was arbitrary, capricious, or otherwise not in accordance with the Standards and Criteria and/or the Policies and Procedures of the CEC. The Appeal Panel shall have the power to grant full or conditional approval, to deny approval, to terminate approval, or remand further proceedings back to the CEC. The decision of the Appeal Panel shall be by majority vote.

The Appeal Panel will issue its written decision based on the evidence before it. The Panel will address its decision to the President of APA and send it within 30 days of the hearing. At the same time as the Panel sends its decision to the APA President, it will provide the decision to the appellant, the Chair of the CEC, the Chair of the BEA, and the Director(s) of the Office of CE Sponsor Approval. In certain circumstances, the Appeal Panel may determine, in consultation with the Office of General Counsel, also to share the decision with the full CEC, the BEA, or the APA Board of Directors.

Complaint Procedures

If the Office of CE Sponsor Approval receives an inquiry filed by an individual within 90 days of the problematic occurrence and/or becomes aware of activity that may relate to a sponsor's potential violation of the Standards and Criteria, the Office will use the following to address the potential violation ("complaint"):

1. The APA Office of CE Sponsor Approval staff will notify the Chair of the Committee of the complaint; the nature of the complaint may be further clarified as necessary with the complainant.
2. The sponsor named in the complaint will be informed in writing of the nature of the complaint as it relates to the potentially relevant criteria and given the opportunity to respond within a time period appropriate to the request.
3. Upon review of the response from the sponsor, the APA Office of CE Sponsor Approval staff may request additional information, including an audit as described above.
4. Once the sponsor has been informed of the complaint, withdrawal by the sponsor from the Office of CE Sponsor Approval shall be deemed termination of approval.
5. The APA Office of CE Sponsor Approval staff will review the complaint and the response from the sponsor and attempt to resolve any concerns with the sponsor. If the complaint cannot be resolved at this level, the staff will refer the complaint to the CEC.
6. If a complaint relates to program content, a subcommittee of APA members with relevant expertise (i.e., subject matter experts) may be appointed by the CEC to serve in a consultative role to the CEC to determine whether the course content is based on the requirements in the Standards and Criteria.
7. Following consultation, if appropriate, with the subcommittee of subject matter experts, the subcommittee of the CEC will report its recommendations for action to the CEC as a whole.

8. The CEC will decide the action to be taken regarding the complaint and will notify the APA Office of CE Sponsor Approval.
9. The APA Office of CE Sponsor Approval, on behalf of the Committee, will forward a response to the sponsor that may include any of the following:
 - a. an educative letter, with documentation to the file, which may include a no-fault letter, a letter clarifying and explaining the criteria and issuing a written warning, or a sanctions letter;
 - b. a reduction of the current approval period;
 - c. loss of specific sponsorship privileges; and/or
 - d. loss of approval status.
10. The complainant will be notified by the Office of CE Sponsor Approval of any final action related to the complaint.
11. In addition to processing complaints, the CEC reserves the right to independently ("sua sponte") pursue any inquiry or concern that comes to its attention.
12. In considering renewal applications, the CEC may consider the number or nature of complaints.



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