



## **Grievance and Refund Policy:**

### **Calming Communities Policies and Procedures**

Robyn Reyna is fully committed to conducting all activities in strict conformance with the American Counseling Associations, and the National Board of Certified Counselors Code of Ethics. Robyn Reyna will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards is Robyn Reyna herself.

While Robyn Reyna goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, it recognizes that complaints do and will arise. Robyn Reyna will do its best to anticipate problems and, when they do present themselves, will attempt to alleviate complaints as quickly as possible.

#### **Grievance Policy**

When a complaint, either verbally or written, is filed with Robyn Reyna, the following guidelines are followed with respect to achieving resolution:

1. Complaints relative to a speaker or workshop leader, contents of instructional materials being presented, or an individual educational style being utilized, the individual voicing disapproval is requested to first address concerns to the presenter. If the presenter is not available, place his/her comments in writing. Vice President & COO will convey these comments to the speaker while maintaining confidentiality of the complainant.
2. If the complaint concerns a continuing education activity, its content, level of presentation, or facilities in which the event is being held, Robyn Reyna will attempt to resolve the matter as expeditiously as possible. If the offered resolution (resolutions may include, but not be limited to partial/full refund of fees paid; credit toward future event) not satisfactory to the individual filing the complaint, then further action may be taken.

In the latter instance, the individual is requested to place his/her complaint in writing to the attention of Robyn Rausch. The complaint is then reviewed by the Robyn Reyna in consultation with at least one colleague who also holds approved provider status with the Association for Play Therapy. A written response will be issued within 30 days of receipt of the written complaint.

#### **Refund Policy**

All refund requests must be made in writing within 15 days of the purchase, and no less than 14 days before the date of the course. Every effort will be made to achieve resolution, including, but not limited to: refund of fees, substitution of course purchased, credit provided for future course.

Please contact D Robyn Reyna at [robyn@calmingcommunities.com](mailto:robyn@calmingcommunities.com) for additional information.

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