



GRIEVANCE POLICY

Jennifer Taylor Play Therapy Services LLC

Jennifer Taylor, Licensed Clinical Social Worker , Registered Play Therapist-Supervisor

Jennifer Taylor Play Therapy Services LLC is fully committed to conducting all activities in strict conformance professional associations. Jennifer Taylor Play Therapy Services LLC 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 will be the responsibility of Jennifer Taylor, LCSW or the appointed continuing education director. While Jennifer Taylor Play Therapy Services LLC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues that come to the attention of the continuing education director which require intervention and/or action on the part of Jennifer Taylor Play Therapy Services LLC.

This procedural description serves as a guideline for handling such grievances.

When a participant, either orally or in written format, files a grievance or expects action on the complaint, the following actions will be taken:

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The Continuing Education Director will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual. The written grievance will be kept as part of the workshop official records for audit purposes. A written response regarding the action taken, if needed, will be made part of the official records for the workshop.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the presenter will mediate and the

continuing education director will be the final arbitrator. If the participant requests action, the Continuing Education Director will either provide a credit for another workshop or provide a partial or full refund of the workshop fee. Actions will require a written note, documenting the grievance, for record keeping purposes. The grieved individual need not sign the note.

3. If the grievance concerns Jennifer Taylor Play Therapy Services LLC CE program, in a specific regard, the CE Director will attempt to arbitrate.
4. If the grievance concerns a refund: Refunds are subject to the cancellation policy for the course as described in the Refunds & Cancellations document but include:

Cancellations received at least 7 days before a scheduled live training will be refunded 100%.

Cancellations less than 7 days before a scheduled live training will receive no refund or credit

No refunds will be given for any course in which a certificate as already been issued.

Cancellation of Workshops: Jennifer Taylor Play Therapy Services LLC reserves the right to cancel workshops due to low registration. We will notify you 10 days in advance and will refund you 100% of any registration fees sent.

6. Each online course has restrictions for course access (detailed in registration page) and varies from 30-day access to lifetime access. There are no course refunds issued due to a participant's failure to complete the course in the allotted time frame. Participants will be notified via their registration email of any changes to course access and be provided with at least 30 days notice of any planned course removal.