**GRIEVANCE AND REFUND POLICY:**

**Therapeutic Advances PLLC Policies and Procedures**

Therapeutic Advances**,** PLLC (TA) is fully committed to conducting all activities in strict conformance with the North Carolina Peer Support Specialist Springboard. TA 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 the Standards and Quality Assurance Administrator.

**Professional Review Process:**

The process is designed to correct and improve the practice of individual practitioners as needed. The actions of the process are intended to be constructive and educative rather than punitive. Only in cases of serious misconduct may penalties be imposed.

1. Complaints relative to a speaker or workshop leader, contents of instructional materials being presented, or an individual education 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. The Standards and Quality Assurance Administrator will convey these comments to the speaker while maintaining confidentiality of the compliant.
2. If the compliant concerns a continuing education activity, its content, the level of presentation, or facilities in which the event is being held, the Standards and Quality Assurance Administrator will attempt to resolve the matter as expeditiously as possible. If the offered resolution (resolutions may include, but not limited to partial/full refund of fees paid; credit toward future event) not satisfactory to the individual filling the compliant, then further action may be taken.
3. In the latter instance, the individual is requested to place his/ her complaint in writing to the attention of the Standards and Quality Assurance Administrator, Therapeutic Advances PLLC. The sender will be notified within 48 hours that the compliant has been received. The compliant is then reviewed by the Standards and Quality Assurance Administrator within 14 days of receipt of the written complaint. Within 14 days of the resolution rendered by the Standard and Quality Assurance Administrator, the complainant may file a written appeal. The decision of the Standard and Quality Assurance Administrator is final. ﻿

\*\*\*Training participants can complain to the NCCPSS Program if they choose to do so (the NCCPSS Program has an anonymous complaint avenue available at 919-843-3018)\*\*\*

All administrative members agree to abide by the Peer Support Code of Ethics and agree to submit to professional review proceedings for any alleged violation of the same in accordance with the North Carolina Peer Support Bylaws.

**Refund & Cancellation Policy**

Email Therapeutic Advances PLLC to obtain a refund or change a training date that has already been purchased.

100% refunds will be given to those

1)that call within 24 hours of purchase to cancel registration and request refund

2)if a training is canceled due to lack of registration.

3)if inclement weather you will be given the option to take the next class or receive a 100% refund.

\*If a class must be cancelled, Therapeutic Advances, PLLC will contact training participants by phone or verified email contact. In addition, an email providing training participants with options for a refund, to participate in a class at a different location, or to participate in a later class will be provided.

Individuals calling 25 hours + after purchase will receive a 25% refund

1)if request is made prior to start of training.

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.

\*If you are unable to attend the class after registering and paying you will receive 100% refund ONLY if you cancel within 24 hours. Otherwise, you will receive a 25% refund if cancellation is after 24 hours.

\* After registering you are allowed to change classes one time prior to the class start date. If you are unable to attend the second 40 hour class you are registered for; you forfeit your payment and will have to pay for another class.