

Take Your Heart to Work COMPLAINT PROCESS

As required by the NCCPSS Program this written Complaint Process is to be given to the class participants on day 1 of the training. The purpose of this Process includes concerns about the course, trainer or both.

The owner of the approved 40-hour course is required to respond to these complaints within 48 hours of receipt.

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. The NCCPSS Program will establish any violation and communicate in writing to the owner of the approved 40-hour course, the violation and sanctions to be applied.

To complain to Gin Monroe, owner of Take Your Heart to Work Peer Support Specialist Training, email her your complaint.

Include the following information:

- Your name and email address.
- Who is the complaint about: Trainer or Course Owner
- Describe in detail what the complaint is.

You will receive a response within 48 hours.

Gin Monroe, owner
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New Bern, NC 28562
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