



Grievance Policy

Grief Education is fully committed to conducting all activities in strict compliance 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 Program Administrator, Jen Leong, LMFT.

While Grief Education goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the training/workshop staff which will require intervention and/or action on the part of the staff. This procedural description serves as a guideline for handling such grievances.

Course participants are encouraged to voice any complaints or grievance they may have to the Program Administrator. When a participant expresses a complaint/grievance, he/she/they will be contacted by the Program Administrator by phone or email to initiate a dialogue about the complaint or grievance within 2 business days. The participant and the program administrator will discuss the issue in an effort to come to a mutually satisfactory resolution.

If no clear resolution can be reached in the initial dialogue, or if the participant wishes to file a "formal grievance" he/she/they will be informed about the policies and procedures and instructed how to file a formal written grievance. The participant will be instructed to submit the grievance via email to Jen@GriefEducation.com or mail it to the Jen Leong, LMFT at 320 Pine Ave, Suite 403, Long Beach, CA 90802. In a written grievance, the participant is asked to communicate his/her/their concerns in detail, including a description of what happened, as well as the remedy they are seeking. In addition to the participant's name and date of the complaint, the program administrator will document details of what efforts were made to resolve the complaint, including what was said during the initial meeting to resolve the issue. The Program Administrator, will review the complaint and respond to it in writing. All efforts will be made to respond to all grievances in a reasonable, ethical and timely manner. Grief Education has established a deadline of 45 calendar days for resolving formal complaints and grievances. Oral complaints that are successfully resolved within the initial meeting are not recorded. Formal grievances and processes, as well as resolutions, will be documented and stored in a "grievance" files with the course material for a minimum of 4 years. All formal grievances shall be reported to the California Association of Marriage and Family Therapists (CAMFT) by the program administrator in its annual reports and subsequent renewal applications.

Complaints and grievances will include but not be limited to:

- Refund requests
- Complaints about course content
- Complaints about facilities
- Complaints about non-receipt of certificates
- Complaints about miscellaneous occurrences