

Creative Family Counseling (CFC) has adopted the following Grievance and Refund Policy in accordance with The Association for Play Therapy (APT). CFC 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 Founder and Owner in consultation with the Leadership Team and CE committee.

Grievance Policy

When a complaint, either verbally or written, is filed with the Leadership Team & CE Committee, 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. The Leadership Team and CE Committee 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, the Leadership Team & CE Committee 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 the Leadership Team & CE Committee. The complaint is then reviewed by the Leadership Team and CE Committee. A written response will be issued within 30 days of receipt of the written complaint. The decision of the Founder & Leadership Team is final.

Refund Policy

All refund requests must be made in writing within 15 days of the purchase of home study programs. 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 Lacey Ryan, Founder & Owner Creative Family Counseling, Louisville, KY, for additional information.