

GRIEVANCE POLICIES

We are fully committed to conducting all activities in strict conformance with the ethical principles of professional associations that approved our organization to offer continuing education. We 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 our organizational staff, and if needed, in consultation with continuing education advisory members. While we go to great lengths to assure fair treatment for all participants and prevent potential problems, there will be occasional issues that come to the attention of staff that require intervention or action on the part of staff or the continuing education administrator. The following steps should serve as a guideline for handling such grievances.

All staff persons are encouraged to immediately resolve grievance issues to the satisfaction of the participant. If needed, staff may consult with the administrator or other advisory CE members. Participants of our course can also direct all complaints to our staff, who can be reached calling toll free at 212 658 0110 x 121. The administrator will evaluate all grievances and take any necessary corrective action, which may include:

- specifically correcting or addressing the grievance to the person's satisfaction or
- provide a partial or full refund of the course fee.

All complaints are carefully and regularly considered for course and service enhancement.

APA and PCIT CE Webinars: For webinars that are sponsored for credits by PCIT International, registrants may contact the CE Task Force at pcit.ce@gmail.com. For webinars sponsored by CE-Go registrants may contact Tyler Gibson at 877-248-6789 or by email help@ce-credit.com.

REFUND POLICY

No refunds are available for webinars. If you paid for registration, and can not attend for any reason whatsoever, you will be given access to a recording, if a recording was made. Please note that some presenters do not permit recording and no recordings can be guaranteed. If you have difficulty viewing the live webinar because of any technical aspects on your end, no refunds will be made available. Under that circumstance you would be given access to a recording of the webinar if there is a recording.

Please make it your business to download the appropriate Zoom app for your intended device. While it takes only a few minutes, you will want it fully loaded so you are able to just 1-click to the webinar the day of the webinar.

ADA SUPPORT/DISABILITY ACCOMODATIONS

Our webinar is designed with accessibility in mind, and in accordance with the ADA of the amended United States Rehabilitation Act. Up until fourteen days prior to the webinar, we welcome the opportunity to assist with disability accommodations. You may request information by calling Dr. Kurtz at [1 212 658 0110 x 121] or by email to skurtz@kurtzpsychology.com.