

PCIT Level 1 Training Grievance, Refund, Cancellation and ADA policies

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 Dr. Steven Kurtz at 212-658-0110. If grievances can not be resolved with Kurtz Psychology Consulting PC, the participant can always contact the PCIT International CE Task Force via ce@pcit.org.

REFUND POLICY All requests for refunds must be in writing and sent electronically to pcit@kurtzpsychology.com. Refunds of 80% will be granted for cancellations up to four weeks prior to the training. No refunds will be issued within four weeks of the training event. Substitutions of attendees are not allowed. There are no exceptions to this refund policy. Please send cancellation requests to Dr. Steven Kurtz at admin@kurtzpsychology.com.

CANCELLATION POLICY: In the unlikely event of a cancellation, the course will be rescheduled with the option of a full refund if the new time is not suitable for a participant.

ADA SUPPORT/DISABILITY ACCOMODATIONS Our trainings are designed with accessibility in mind, and in accordance with the ADA of the amended United States Rehabilitation Act. We welcome the opportunity to try to assist with disability accommodations given appropriate notice. You may request information by calling Dr. Steven Kurtz at 212-658-0110 x 121 or by email to pcit@kurtzpsychology.com.