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# Emily Keller, LLC

*info@dremilykeller.com*



## **Cancellation Policy**

Refunds minus the nonrefundable deposit (\$50) will be granted for cancellations made at least 7 days before the start of the workshop. We do not grant refunds for cancellations made seven days prior to the start of the workshop.

We reserve the right to cancel any workshop up to 30 days before its scheduled start date. If a training is cancelled in under 30 days due to unforeseen circumstances (weather, health emergency, natural disaster, etc.), registrants are entitled to reschedule for a future training course.

We are not responsible for any expenses incurred by registrants if a training course is cancelled.

## **Grievance Policy**

We are committed to conducting all activities in strict conformance with ACA ethical standards. 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 the CE Administrator in consultation with the Director and other staff running the continuing education program.

While we go 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 staff, faculty, or visiting faculty which require intervention and/or action on our part. The procedures for handling such grievances are described below.

When a participant, either orally or in written format, files a grievance or expects action:

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The CE Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the Director will mediate and will be the final arbitrator. If the participant requests action, the Director will:
  - a. Attempt to move the participant to another workshop, or
  - b. Provide a credit for a subsequent year's workshop, or
  - c. Provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the Emily Keller, LLC CE program, in a specific regard, the Director will arbitrate.