

GRIEVANCE POLICY



CEU Creations is fully committed to administering all CE events in strict conformance with the ethical principles of the professional associations that approved our company to offer continuing education. We have and will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of attendees. The monitoring and assessment of compliance with these standards will be the responsibility of the Director of Continuing Education and the CE Coordinator.

While CEU Creations goes to exceptional lengths to ensure fair treatment for all participants and prevent potential problems, we do have a process for handling any grievances brought forth. When a grievance arises pertaining to continuing education programs or processes, the complainant is expected to notify the CE Coordinator by email or telephone as soon as possible (contact information is provided on all promotional materials, our website, and social media page). All possible care will be taken to uphold the confidentiality of the complainant.

In consultation with the Continuing Education Director, the consultant will formulate a response to the complaint and recommend action, if necessary, which will be conveyed directly to the complainant in a timely manner.

A grievance concerning a specific course offering, content, or costs may be resolved by modifications to future offerings, and/or by providing a partial or full refund to the complainant, or an alternative opportunity. The participant who initiated the grievance is informed of the status of the complaint at all levels.

Please submit grievances to Jessica Patterson, Educational Manager, at jessica@ceuc creationsinc.com.