



## **Grievance and Refund Policy:**

### **APT Policies and Procedures**

The Association for Play Therapy (APT) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists, and the National Board of Certified Counselors Code of Ethics. APT 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 responsibility of the Operations Manager in consultation with the Chair of the Registration and CE committee.

While APT goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, it recognizes that complaints do and will arise. APT will do its best to anticipate problems and, when they do present themselves, will attempt to alleviate complaints as quickly as possible.

#### **Grievance Policy**

When a complaint, either verbally or written, is filed with the Operations Manager, 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. Operations Manager will convey these comments to the speaker.
2. If the complaint concerns a continuing education activity, its content, level of presentation, or facilities in which the event is being held, the Operations Manager 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 Operations Manager, Association for Play Therapy. The complaint is then reviewed by the Operations Manager in consultation with the Chair of the Registration and CE committee. A written response will be issued within 30 days of receipt of the written complaint.

Within 30 days of the resolution rendered by the Operations Manager, the complainant may file a written appeal to the President & CEO. The decision of the President & CEO 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 Diane Leon, Operations Manager, Association for Play Therapy, Clovis, CA for additional information.