



## **Policy Regarding Cancellations, Refunds, Questions, Concerns & Grievances**

**Reviewed and Re-approved: 2/24/2024, Valid until 3/24/27**

CE You! aims to meet or exceed the expectations of each of our customers. If you have any concerns you are encouraged to reach out to our support staff and we will aim to resolve your concern quickly and in a manner that meets or exceeds your expectations.

Below are actions that you may take in some specific situations.

### **Refunds:**

Registrants who are unable to attend a CE You! seminar or live webinars may ask for, and will receive, a credit or refund (your choice). Refund requests will be processed within 3 business days. When an attendee knows in advance that they are unable to attend we ask that they inform CE You! ahead of time by emailing [support@CEyou.org](mailto:support@CEyou.org) or by calling or texting (929) 352-3968 this allows us to free up the spot in the training in the event that a training is at or near capacity.

### **Course Content:**

CE You! instructors are expected to address the concerns of participants with sensitivity and professionalism at all times. Attendees with concerns or questions regarding course content are encouraged to seek clarification from the course instructor whenever possible. Participants wishing to address a concern with CE You! administrative staff should contact CE You! Social Work Consultant, Charles Sender, at [CEYouPlus@gmail.com](mailto:CEYouPlus@gmail.com) or by phone at (929) 352-3968. Additionally, attendees may also contact CE You!'s Educational Director, Jeffrey Davidson via email at [jeffreydavidson@ceyou.org](mailto:jeffreydavidson@ceyou.org) . Concerns brought to the Educational Director will also be shared with the social work consultant so that he is included in this process as well. CE You! remains committed to timely resolution of any concerns or grievances.

### **Certificates**

Certificates of completion are provided online immediately following the course evaluation which follows each webinar. Participants who experience any difficulties with this process should contact CE You! support at [support@ceyou.org](mailto:support@ceyou.org) . At live trainings certificates are handed out at the end of the training. Participants requiring a replacement certificate, for a webinar or live training, should send an email to [support@ceyou.org](mailto:support@ceyou.org) . CE You! does not charge administrative fees for replacement certificates. Replacement certificates are issued via email within 2

business days. Participants who's needs are not met with this process may contact Social Work Consultant, Charles Sender, at [CEYouPlus@gmail.com](mailto:CEYouPlus@gmail.com) or by phone at (929) 352-3968.

### Facilities

CE You! Recognizes the important role a facility plays in providing a comfortable environment for participants and presenters to learn, interact, and communicate at live in person trainings. Attendees are encouraged to bring any concerns with respect to the learning environment to the attention of CE You staff that are on site at the training. On site staff take concerns seriously and will do what they can to improve conditions. If concerns are not adequately addressed, participants may contact Social Work Consultant, Charles Sender, at [CEYouPlus@gmail.com](mailto:CEYouPlus@gmail.com) or by phone at (929) 352-3968.

### Miscellaneous complaints or disputes:

CE You! aims to meet or exceed the expectations of each of our customers. If you have any concerns you are encouraged to reach out to our support staff and we will aim to resolve your concern in a timely fashion and a manner that meets or exceeds your expectations. In the event that a participant feels that their needs have not been met and they would like to file a formal complaint, the following steps should be taken:

- Submit in writing, the specific grievance, including date, time and context of occurrence. This write up should be sent to the Social Work Consultant, Charles Sender, at [CEYouPlus@gmail.com](mailto:CEYouPlus@gmail.com) .
- Include any applicable documentation.
- All complaints and documentation will be reviewed by the CE You! Social Work Consultant and the Educational Director.
- The Participant as well as other relevant parties will be contacted by the social work consultant for clarification as needed.
- A thorough review of collected information will be conducted.
- An official response and/or resolution will be provided to the participant within 10 days.
- Records of all formal complaints and their resolutions will be maintained by CE You! and will be provided to certifying entities (such as state boards) as per applicable guidelines and regulatory requirements.

CE You! will ensure that all disputes are addressed in a timely, sensitive, professional and courteous manner, in accordance with the strictest ethical standards. Any resulting procedural improvements will be noted and incorporated into CE You! procedures and or policy updates. For additional information, please contact [support@ceyou.org](mailto:support@ceyou.org) or call (929)-352-3968.