

Complaint Resolution Policy

COMPLAINT RESOLUTION POLICY.

For all complaints regarding any part of training programs offered by Clay Phillips Mediation & Training, grieving or concerned parties should contact:

Dr. Clay Phillips
555 Marriott Drive | Suite 315
Nashville, TN 37214
615.669.3082
Clay@ClayPhillipsMediation.com

Complaints should contain, specifically:

Dr. Phillips will endeavor to resolve every complaint promptly and by mutual agreement of the customer named as the student/trainee/protégé. All complaints not resolved in this fashion will be referred to mediation, prior to filing a legal action, conducted by Tennessee Supreme Court Rule 31 Listed Mediator agreeable to the parties. In the event the parties are not able to agree to a mediator, Dr. Phillips will select the mediator. All agreements reached at pre-litigation mediation are final and irrevocable.