

Strategic Coaching and Therapies, LLC

8872 Crystal River Dr.

Indianapolis, In 46240

Grievance Procedure

Strategic Coaching and Therapies, LLC is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. Strategic Coaching and Therapies, LLC 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 owner of Strategic Coaching and Therapies, LLC. While Strategic Coaching and Therapies, LLC strives to assure fair treatment of all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the owner of Strategic Coaching and Therapies, LLC which require intervention and/or action on the part of the Strategic Coaching and Therapies, LLC. This procedural description serves as a guideline for handling such grievances. When a participant, either orally or in written format, files a grievance or expects action on a complaint, the following actions will be taken.

- 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. Strategic Coaching and Therapies, LLC will then pass the comments on 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, owner of Strategic Coaching and Therapies, LLC will mediate. If the participant requests action, Strategic Coaching and Therapies, LLC will:
 - a) Provide an alternate educational opportunity for the participant that will be appropriate for the participant's level of training.
 - b) Provide a partial or full refund of the training fee. Written documentation will be required to correspondent with this action.
- 3) If the grievance concerns Strategic Coaching and Therapies, LLC CE programs, in a specific regard, owner of Strategic Coaching and Therapies, LLC will arbitrate. If you have additional questions, please contact info@carolthecoach.com or write to

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