

Reiteration of Our Process and Code of Conduct for Clients

Our Process is fully aligned with our services. When you purchase our services, you are paying for research that are in accordance with Genealogical Proof Standard (GPS)

To reach a sound conclusion, we need to meet all five components of the GPS.

1. Reasonably exhaustive research.
2. Complete and accurate source citations.
3. Thorough analysis and correlation.
4. Resolution of conflicting evidence.
5. Soundly written conclusion based on the strongest evidence.

The GPS overarches all of the documentation, research, and writing standards described in Genealogy Standards, and is applied across the board in all genealogical research to measure the credibility of conclusions about ancestral identities, relationships, and life events.

Full/Half/Global Projects-**This is one service**

What to expect:

When you purchase a Full or Half Project/Global/Adoption. We are not asking a specific research question other than tracing of lineage. We perform an exhaustive search and provide complete and accurate source citations this is done in the form of the Genealogical Report which provides your Ancestral Lineage.

1. We provide all sources
2. We provide a Descendant Layout in the form of a report
3. We provide a link to see documents that are available to download via our Ancestry links provided.

All of this below is documented in our Information First Page however there are clients that feel that they are exempt from reading and later become extremely unprofessional, rude and intrusive.

In accordance with our estimated timeline and explain delays see below:

Full Project-12 weeks PLUS COMMUNICATED COVID DELAY OF **8 weeks**-total time for this Service is **20 weeks or 5 months ESTIMATED**

Half Project-10 weeks PLUS COMMUNICATED COVID DELAY OF **8 weeks**-total time for this Service is **18 weeks or 4.5 months ESTIMATED**

Global/Adoption Project-18 weeks (often longer) PLUS COMMUNICATED COVID DELAY OF **8 weeks**-total time for this Service is **26 weeks or roughly 7 months ESTIMATED**

Aboriginal Search-**This is one service** 12 week PLUS COMMUNICATED COVID DELAY OF 8 weeks-total time for this Service is 20 weeks or 5 months ESTIMATED. This covers on side if you wish for both sides of your family researched you would need to purchase this service twice.

What you will receive:

1. A break down of each family line on either side of your family (whether you purchased maternal/Paternal or both)
2. A search of the rolls (proof of search provided)
3. Indigenous History for the last known location
4. If your family was enslaved, information on the enslaver to understand where they acquired their slaves

WHAT YOU SEEK IS SEEKING YOU

Code of Conduct:

- As we have communicated numerous times, we have a project management team whose email is provided. (projectmanagement@changeournarrative.com)
- Please use our Project Team Email-Emailing the owner, using Instagram direct messages and other tactics especially after business hours on weekends, holidays or whenever you feel the staff is doing something other than your project is intrusive and unprofessional. You purchased a service not 24-hour access to our staff. We strongly believe that no different than any other organization our staff is allowed to have a personal life that does not prompt demands in return. (For example, when a staff member post o social media and a client email immediately demands)
- Based on the nature of our research we offer updates based on the steps in our process. Because the research is ongoing and at times offline.
- If at any point any client resorts to bullying, harassment, verbal or written abuse all research will be closed out and services considered rendered where we are. We provide the client with what we have. This is a flat rate service that is quantifiable based on research.
- Research is not based on what a client knows in their head it based on what was provided and what is research. As explained in Our Information Visit First Page, we make no guarantee on record availability nor do we base our research on what a client already has. We are unbiased researchers who research lineage (Professional Definition of Genealogist).
- Please know you are NOT the only client. We treat all of our clients with respect and follow the same process for everyone. Emailing before the estimated time with demands and threats against the time of our service only closes out your project as it stands.

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