

## North Dakota Association for Play Therapy

### Grievance Policy:

When a complaint, either verbally or written, is filed with the Executive Director (ED) of NDAPT, 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. ED will convey these comments to the speaker while maintaining confidentiality of the complainant. 2. If the complaint concerns a continuing education activity, its content, level of presentation, or facilities in which the event is being held, the ED 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 Executive Director, North Dakota Association for Play Therapy. Complaint may be mailed to NDAPT, 3022 Walnut St, Grand Forks, ND 58201.

The complaint is then reviewed by the NDAPT Vice President in consultation with the Chair of the conference/training 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 Vice President and Chair, the complainant may file a written appeal to the President. The decision of the President is final.

### Refund Policy:

Contact Training – Cancellations received prior to the final date listed in training literature will be granted, minus a \$35 handling fee. No cancellations will be accepted after the date listed.

Non-contact training - All refund requests must be made in writing prior to the published cancellation deadline and are subject to a \$35 handling fee. Refund requests after the published date are not accepted. In the event this occurs every effort will be made to achieve resolution, including, but not limited to: refund of fees minus \$35, substitution of course purchased, credit provided for future course.

Revised: October 1, 2025.