

Cuevas Sound Spectrum

Grievance Policy

Printable Client/Program Document

Compassion • Integrity • Inclusion • Individualized Support

Grievance Policy

Cuevas Sound Spectrum

Purpose

Cuevas Sound Spectrum is committed to providing respectful, professional, compassionate, and high-quality services to all clients, students, parents, guardians, and caregivers. This Grievance Policy provides a clear process for clients and families to report concerns, complaints, disputes, or disagreements so they may be reviewed and addressed in a timely and professional manner.

This policy is intended to support clear communication, fairness, accountability, and respectful resolution while protecting the integrity, safety, and professionalism of Cuevas Sound Spectrum services.

Informal Resolution First

Before submitting a formal grievance, clients, parents, or guardians are encouraged to attempt informal resolution by communicating the concern directly to Cuevas Sound Spectrum.

Many concerns may be resolved through clarification, discussion, scheduling review, billing review, or explanation of studio policies.

If the concern cannot be resolved informally, the client, parent, or legal guardian may submit a formal written grievance within seven calendar days of the issue, incident, charge, missed lesson, communication, or concern.

Grievance Submission Timeline

Formal grievances must be submitted within one week, meaning seven calendar days, of the incident, concern, or issue occurring.

Grievance Type	Deadline to Submit	Examples
Service Concern	Within 7 calendar days	Lesson quality, communication, service delivery, professionalism.
Scheduling Concern	Within 7 calendar days	Cancellations, missed lessons, makeup lessons, attendance issues.
Billing Concern	Within 7 calendar days	Invoice disputes, payment issues, credits, refund questions.
Policy Concern	Within 7 calendar days	Disagreement or confusion about studio rules or procedures.
Safety Concern	Immediately	Safety, threats, suspected abuse, harassment, serious misconduct.

Grievances submitted after the seven-calendar-day period may still be reviewed at the discretion of Cuevas Sound Spectrum; however, timely submission is strongly encouraged so concerns can be addressed accurately and fairly.

Emergency or Safety Exception

Concerns involving immediate safety, suspected abuse, neglect, threats, harassment, discrimination, intimidation, serious misconduct, or any issue that may affect the safety or well-being of a student, client,

family, or instructor should be reported immediately.

These concerns may be reviewed regardless of the seven-day grievance period when necessary for safety, legal, ethical, or professional reasons.

If there is an emergency or immediate danger, the client, parent, guardian, or caregiver should contact emergency services first.

What May Be Reported

Grievance Area	Examples
Service Concerns	Concerns about lesson quality, teaching approach, communication, or service delivery.
Professional Conduct	Concerns about respect, tone, boundaries, professionalism, or interactions.
Billing Concerns	Questions or disputes regarding payments, invoices, fees, credits, refunds, or charges.
Scheduling Concerns	Issues involving missed lessons, makeup lessons, cancellations, attendance, or schedule changes.
Safety Concerns	Any concern related to student safety, comfort, well-being, or physical environment.
Policy Concerns	Questions, disagreements, or concerns regarding studio policies or procedures.
Communication Concerns	Concerns about response time, clarity, parent updates, or misunderstandings.

Parent or Legal Guardian Requirement for Minors

For minor students, formal grievances must be submitted by the parent or legal guardian responsible for enrollment, payment, scheduling, and communication with Cuevas Sound Spectrum.

Cuevas Sound Spectrum may decline to discuss confidential, billing, scheduling, legal, or policy-related concerns with individuals who are not the enrolling parent, legal guardian, or authorized responsible party.

How to Submit a Grievance

Formal grievances must be submitted in writing by email, text message, or written letter. Verbal complaints may be discussed; however, they will not be considered formal grievances unless submitted in writing.

Cuevas Sound Spectrum

Email: _____

Phone/Text: _____

Mailing Address, if applicable: _____

Required Information

Required Information	Client Response
Student/client name	_____
Parent/guardian name, if applicable	_____
Date of concern	_____
Time of concern, if applicable	_____

Required Information	Client Response
Service or lesson involved	_____
Individuals involved, if applicable	_____
Description of concern	_____
Desired resolution, if any	_____
Contact information	_____

Grievances must include enough detail to allow the concern to be reviewed. General complaints without specific information may require additional details before they can be addressed.

Billing Dispute Deadline

Any billing, invoice, payment, credit, refund, missed lesson, cancellation, or charge-related concern must be submitted in writing within seven calendar days of the charge, invoice, missed lesson, disputed payment, or billing issue.

Failure to submit a billing concern within this timeframe may result in the charge, invoice, payment, or account balance being considered accepted and final.

Submitting a billing grievance does not automatically guarantee a refund, credit, discount, waived fee, or policy exception.

Review Process

Once a written grievance is received, Cuevas Sound Spectrum will review the concern in a professional, respectful, and confidential manner.

Cuevas Sound Spectrum may review the written grievance, request additional information, review applicable signed agreements and studio policies, review relevant records and documentation, communicate with the client when appropriate, determine whether clarification or corrective action is needed, and provide a response based on the nature of the concern.

Response Timeline

Cuevas Sound Spectrum will make reasonable efforts to respond to written grievances within seven business days of receiving the grievance. Some concerns may require additional review.

No Guaranteed Outcome

Submitting a grievance does not guarantee a refund, credit, policy exception, schedule change, service change, discount, termination of fees, or any specific outcome. Resolutions will be determined based on facts, documentation, signed agreements, studio policies, professional judgment, and safety considerations.

Final Decision Clause

After review, Cuevas Sound Spectrum will provide a response or decision regarding the grievance. Once a final response has been issued, the matter will be considered closed unless new, relevant information is provided.

Cuevas Sound Spectrum reserves the right to decline repeated grievances regarding the same matter if the concern has already been reviewed, addressed, and closed.

Confidentiality and Records

All grievances will be handled with respect and confidentiality to the extent possible. Cuevas Sound Spectrum may keep a written record of grievances, responses, supporting documentation, communication, decisions, and resolutions for business, legal, administrative, safety, insurance, compliance, and quality-improvement purposes.

No Retaliation

Cuevas Sound Spectrum does not retaliate against any client, parent, guardian, caregiver, or student for submitting a grievance in good faith.

Respectful Communication and Boundaries

All grievances must be communicated respectfully. Cuevas Sound Spectrum will not tolerate threatening, harassing, abusive, discriminatory, defamatory, or unsafe communication. Cuevas Sound Spectrum reserves the right to limit communication to written form only, pause services, decline further discussion, or terminate services in accordance with the Studio Agreement if communication becomes hostile, unsafe, threatening, harassing, or inappropriate.

Good Faith Requirement

Grievances must be submitted in good faith. Knowingly false, misleading, exaggerated, retaliatory, or bad-faith grievances may result in limited communication, denial of the grievance, or termination of services.

Policy Acknowledgment

By enrolling in services with Cuevas Sound Spectrum, clients, parents, guardians, and caregivers acknowledge that they have read, understood, and agree to follow this Grievance Policy.

Client/Parent/Legal Guardian Name: _____

Student Name: _____

Phone Number: _____

Email Address: _____

Signature: _____

Date: _____