



Embodied Wholeness, LLC

Program Complaint and Policy Requirements

Embodied Wholeness, LLC will review and resolve all program participant complaints and disputes related to “The Benefits of Brain Training with NeurOptimal® Dynamical Neurofeedback®” program.

Program Fees, Refunds, and Participant Cancellation

If program fees are disputed for the reasons listed below, participants will be permitted cancellation within 24 hours, with all fees refunded within 60 days of the dispute. All complaints should be directed to Kendal McDevitt, MA at goembodiedwholeness@gmail.com or (828) 773-8883, who will respond within 7 days.

Program dispute reasons include:

- Content provided in the workshop
- Inability to access Zoom
- Any other issue of concern

Complaint Reporting Requirements

Embodied Wholeness, LLC will comply with the [NBCC Continuing Education Provider Policy](#) which includes reporting each complaint, dispute, or other grievance (complaint matter) from program participants within sixty (60) days of the Provider’s knowledge of the complaint.

Confidentiality of Information

Embodied Wholeness, LLC will protect the confidentiality of participant information related to qualifying programs, including the identity of participants, and the information and materials submitted to Embodied Wholeness, LLC by the participants.

Confidentiality and security of participant information will be maintained by Embodied Wholeness, LLC with compliance to HIPPA regulations. Participant names will be shared under the “participant name” selected in identification of the Zoom chat room only.