

Grievance Policy:

Purpose:

Our organization is committed to providing high-quality continuing education opportunities that meet the needs of social work professionals. We recognize the importance of addressing participant grievances promptly and fairly to maintain the integrity of our programs and ensure participant satisfaction.

Scope:

This grievance policy applies to all participants enrolled and sponsored by Elevated Life Academy continuing education.

Procedure:

Submission of Grievance: Participants who have a grievance related to our continuing education courses are encouraged to submit their concerns in writing to Melanie Twite (admin@remedycounseling.com email) and Patrice Flannagan-Morris (empowermentwithinllc@gmail.com) within 30 days of completing the course. The grievance should include:

- Participant's name and contact information.
- Course title, date of completion, and instructor's name (if applicable).
- Detailed description of the grievance, including relevant facts and supporting documentation, if any.
- Desired outcome or resolution sought by the participant.

Review Process:

- Upon receipt of the grievance, the instructor and Patrice Flannagan-Morris, LCSW will work with the attendee of the training to resolve the issue.
- The instructor and Patrice Flannagan-Morris, LCSW may request additional information from the participant, or any other relevant parties to facilitate the review process.
- The instructor and Patrice Flannagan-Morris, LCSW will strive to resolve the grievance promptly and fairly, typically within 30 days of receipt, although complex grievances may require additional time.

Resolution:

- Upon completion of the review, the instructor and Patrice Flannagan-Morris, LCSW will communicate their decision to the participant in writing via email.
- If the grievance is upheld, the instructor and Patrice Flannagan-Morris, LCSW will propose appropriate remedial actions, which may include but are not limited to:
 - Refund of course fees.

- Opportunity to retake the course at no additional cost.
 - Modification of course content or delivery method.
- If the participant is dissatisfied with the resolution provided, they may appeal the decision by submitting a written appeal to Elevated Life Academy by contacting Coach@cherielindberg.com within 10 days of receiving the instructor's and Patrice Flannagan-Morris, LCSW's decision. The instructor and Patrice Flannagan-Morris, LCSW will forward all emails and additional information to be appealed and reviewed by a committee at Elevated Life Academy consisting of Cherie Lindberg, Ph.D., LPC, NCC and Patrice Flannagan-Morris, LCSW whose decision will be final.
- The committee will review and report their final decision within 30 days of receiving the appeal.

Confidentiality and Non-Retaliation:

- All grievances will be handled confidentially, with information disclosed only to individuals involved in the review process.
- Our organization prohibits retaliation against any participant who submits a grievance in good faith.

Contact Information:

For questions or concerns regarding this grievance policy, please contact Elevated Life Academy via Cherie Lindberg, PhD at Coach@cherielindberg.com