

Complaint Policy for Continuing Education Credit Courses

1. Purpose

This policy outlines the procedures for participants to file complaints regarding continuing education credit courses, ensuring their concerns are addressed promptly and effectively.

2. Procedure for Filing a Complaint

2.1. Initial Feedback Participants are encouraged to provide feedback directly to the Program Manager (dyslexiaspec2@gmail.com) during or after the course session to resolve minor issues informally.

2.2. Formal Complaint Submission If the issue is not resolved through initial feedback or is of a more serious nature, participants should follow these steps to submit a formal complaint:

2.2.1. Written Complaint

- Submit a written complaint by emailing DTI at dyslexiaspec@gmail.com
- Include the following details:
 - Participant's full name
 - Contact information (email and phone number)
 - Course title and date
 - Description of the complaint
 - Any supporting evidence or documentation

5. Complaint Review Process

5.1. Acknowledgment

- Complaints will be acknowledged within **3 business days** of receipt.
- An acknowledgment will include the timeline for investigation and resolution.

5.2. Investigation

- DTI will review the complaint, which may involve:
 - Interviews with the participant and relevant course instructors.
 - Review of course materials and participant evaluations.
- The investigation will be completed within **10 business days**.

5.3. Resolution

- Upon completing the investigation, a resolution will be proposed.
- Possible resolutions may include, but are not limited to:
 - Clarification of course material.
 - Course fee refunds or partial refunds.
 - Enrollment in an alternative course.
 - Corrective actions to improve future courses.

5.4. Communication of Decision

- The participant will be informed of the decision and any proposed resolution within **5 business days** after the investigation.
- Be submitted in writing to [Insert Contact Information].

- Include reasons for the appeal and any additional evidence or arguments.

7. Confidentiality

All complaints and related documentation will be kept confidential and shared only with those involved in the resolution process.

8. No Retaliation

Participants who file complaints in good faith will not face any form of retaliation or discrimination.

9. Record Keeping

All complaints and their resolutions will be documented and retained for a period of five years.

10. Policy Review

This policy will be reviewed annually to ensure it remains effective and relevant.