Grievance and Refund Policy

Pawsitive Counseling Center is fully committed to conducting all activities in strict conformance with the National Board of Certified Counselors Code of Ethics. Pawsitive Counseling Center will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be responsibility of the CE Administrator in consultation with Director.

While Pawsitive Counseling Center goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, it recognizes that complaints do and will arise. Pawsitive Counseling Center will do its best to anticipate problems and, when they do present themselves, will attempt to alleviate complaints as quickly as possible.

Grievance Policy

When a complaint, either verbally or written, is filed with the CE Administrator, 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. CE Administrator 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 CE Administrator 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 CE Administrator. The complaint is then reviewed by the CE Administrator in consultation with the Director. A written response will be issued within 30 days of receipt of the written complaint.

Within 30 days of the resolution rendered by the CE Administrator, the complainant may file a written appeal to the CE Administrator. The decision of the CE Administrator is final.

Cancellation Policy

All cancellations must be made 14 days in advance. Participants will be given a credit towards a future training to be used within 2 years of the original training date (no cash refunds).

* No shows or missed trainings will receive no refund or credit.  You may send another attendee in your place.
* No partial CE credit is available.
* All trainings are subject to sufficient registration.
* Should Pawsitive Counseling Center need to cancel a training we will make every attempt to notify paid registrants in a timely manner.  All paid registrants will receive a full refund.
* Pawsitive Counseling Center only assumes liability for the registration portion of any training.  All other costs are the responsibility of the registrant.