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# Psych Hub Grievance Policy

Psych Hub is fully committed to conducting all activities in strict conformance with the ethical standards of all approving organizations. Psych Hub 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 the responsibility of the Psych Hub Continuing Education Committee, including the Continuing Education Director/Mental Health Specialist, the Chief Clinical Officer/Licensed Social Work Consultant, the Clinical Manager/Licensed Counseling Consultant, the Chief Operations Officer, and the Director of Education.

While Psych Hub goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues that require intervention and/or action on the part of an officer of Psych Hub. This procedural description serves as a guideline for handling such grievances.

## Filing a Complaint or Request for Accessibility Accommodations

For assistance with **general concerns**, to **request accessibility accommodations**, or to **request a refund**, email [support@psychhub.com](mailto:support@psychhub.com). **All refund requests must be submitted within thirty (30) days of purchase and include name, date of purchase, course purchased, and reason for refund request.**

For assistance with **concerns related to Psych Hub's continuing education program**, email [ce@psychhub.com](mailto:ce@psychhub.com).

## Psych Hub Response Procedure

Psych Hub will contact the individual within **five (5) days** to attempt to resolve the issue. If the issue cannot be resolved, it will be elevated to the Psych Hub leadership team for review.

## Refund Policy

If the issue cannot be resolved through other means and the participant filed the complaint within **30 days** of purchase, the issue will be resolved according to Psych Hub's refund policy. One of the following refund options may be designated by Psych Hub:

- Credit for a different course
- Partial refund of course fee
- Full refund of course fee