



1-6 (a) Special Learning Inc. Complaint Policy

Grievance Concerns

A. If the grievance concerns an instructor, the content presented by the instructor, or the style of presentation, the individual filing the grievance will be asked to go through steps 1 to 5.

Step 1: Put his/her feedback in written format and send them to the CE Coordinator (Administrator-CEA). The CE Coordinator will then pass on the feedback to the continuing education team (VP of Operations, Director of Clinical Solutions, Instructional Personnel/presenters, Customer Support-when appropriate) assuring the confidentiality of the grieved individual. If the complaint refers to the CE Coordinator, the individual filing the grievance will be asked to send it to the Director of Clinical Solutions or the VP of Operations if the CE Coordinator and Director of Clinical Solutions is the same individual.

STEP 2: The continuing education team will conduct an informal discussion with the individual who filed the grievance to understand and to resolve the grievance informally. If this grievance is resolved, the process ends. If an informal agreement is not arranged, the process proceeds to Step 3.

STEP 3: The continuing education team conducts an investigation and then submits a formal response to the grievance. The individual who filed the grievance reviews this response. If they agree with the proposed response and / or remediation, the process ends.

STEP 4: If the proposed response to the grievance is not accepted by individual who filed the grievance, then they can appeal. The appeal process involves repeating the process with a more senior committee within the organization.

STEP 5: The process repeats until an agreement is reached, proceeding through progressively senior levels of company management.

B. If the grievance concerns a program, its content, level of presentation, or the platform in which the program was offered, the CE Program Coordinator will ask individual who filed the grievance to go through Steps 1 through 5 with the following options discussed in steps 2 and 3:

- a. Attempt to provide the participant another training/ means of accessing the training
- b. Provide a partial or full refund of the training fee.

Action 2b will require a written request, documenting the grievance, for record keeping purposes. The grieved individual need not sign the note.

C. If the grievance concerns the SLI CE program, in a specific regard, the Director of Clinical Solutions or VP of Operations will attempt to arbitrate.

4. Please contact grievance@special-learning.com or (800) 436-0237, to submit a complaint or if you have additional questions.

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