

Complaint Resolution Policy for Gap Education, LLC

Policy Overview Our organization is committed to providing high-quality continuing education services and programs. We value feedback and take complaints seriously to ensure that any dissatisfaction is addressed promptly and effectively. This policy outlines the steps individuals should follow if they are not satisfied with our services or programs and describes how we handle and resolve complaints.

1. Filing a Complaint Participants who are not satisfied with our continuing education services or programs can file a formal complaint. Complaints must be submitted in writing and include the following information:

- Full name of the complainant
- Contact information (email and phone number)
- Date and name of the program or service
- Detailed description of the complaint, including any relevant dates, times, and individuals involved

2. Submission of Complaints Complaints can be submitted via email to:

- Email: tim@swallowthegap.com

Alternatively, complaints can be mailed to:

- Address: Gap Education, LLC, 1955 E Oregon Ave, Provo, UT, 84606

3. Acknowledgment of Complaints Upon receipt of a complaint, we will acknowledge its receipt within 3 business days, unless there are extenuating circumstances such as illness or travel. In this case, there may be a brief delay in our response. This acknowledgment will include:

- Confirmation that the complaint has been received
- An estimated timeline for the review and resolution process
- The contact information of the person handling the complaint

4. Review and Investigation All formal complaints will be reviewed and investigated. The review process may include:

- Interviews with relevant staff, contractors, or participants
- Examination of relevant documents or records
- Assessment of the circumstances surrounding the complaint

5. Resolution We aim to resolve complaints within 10 business days of receipt. Possible resolutions may include:

- Refunds or partial refunds if applicable

- Explanation or clarification of policies and procedures
- Corrective actions or adjustments to services
- Other appropriate measures to address the complaint

6. Communication of Outcome Once the complaint has been resolved, we will communicate the outcome to the complainant in writing.

7. Appeals Process If the complainant is not satisfied with the resolution, they may request an appeal. The appeal must be submitted in writing within 10 business days of receiving the resolution outcome and should include any additional information or evidence to support their case. Appeals will be reviewed, and a final decision will be communicated within 10 business days.

8. Documentation We will maintain records of all complaints and resolutions.

9. Contact Information For any questions or concerns regarding this policy, please contact:

- Timothy (Tim) Stockdale, SLPD, CCC-SLP
- Email: tim@swallowthegap.com

By participating in our continuing education programs, individuals acknowledge and agree to abide by the terms of this complaint resolution policy. We are committed to continuously improving our services and appreciate the opportunity to address any concerns.