



Grievance Policy

Purpose

CompassionWorks, LLC is committed to providing high-quality continuing education (CE) experiences. Our grievance policy outlines how course participants can voice concerns and grievances. We encourage open communication to resolve issues promptly and to improve our CE programs for future participants.

Types of Complaints

Participants may submit grievances related to:

- Course content
- Instructors
- Course delivery
- Level of presentation
- Non-receipt of certificates
- Facilities
- Other miscellaneous concerns

Remedies

Depending on the nature of the grievance, potential remedies may include:

- Reassignment to another workshop or training
- Credit for a future workshop or training
- Partial or full refund

Grievance Submission Process

1. Submission

Complaints must be submitted in writing and sent via email or mail.

Address complaints to: CompassionWorks Admin

Attention: Amber Quaranta-Leech, COO

Email: amber@compassionworks.com

Mailing Address:

3431 Rayford Rd.
Suite 200, Box 204
Spring, TX 77386

2. Anonymous Complaints

Complaints regarding an instructor may be submitted anonymously.

3. Acknowledgment

The participant will receive written acknowledgment of the complaint within 2 business days of receipt.

4. Review & Resolution

The complaint will be reviewed by the administrative team.

A social work consultant will be involved in grievances related to course content, instructors, and course delivery for social workers.

5. Decision Notification

The participant will receive a written response within 7 business days of the complaint's receipt.

6. Appeal Actions

If the participant is not satisfied with the decision, they may appeal to Jose Carbajal, PhD, LCSW through email: admin@compassionworks.com

7. Continuous Improvement

Feedback from complaints is used to enhance future training programs.