

Psychological Assessment, Inc.

Complaint and Refund Policy

Psychological Assessment, Inc. (PAI) is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists. PAI 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 CPA PAS CE Chair in consultation with the CE Committee.

While PAI works to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which will require intervention and/or action on the part of PAI. This procedural description serves as a guideline for handling such complaints.

When a participant files a written grievance and expects action on the complaint, the following actions will be taken.

1. If the complaint concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the complaint will be asked to put his/her comments in written format. The CE Chair will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the complaint concerns a workshop offering, the content, level of presentation, or the facilities in which the workshop was offered, the CE Chair will mediate and will be the final arbitrator. If the participant requests action during a workshop or conference, the CE Chair or his/her representative will:
 - a. attempt to move the participant to another presentation or
 - b. provide a credit for a subsequent presentation or
 - c. provide a partial or full refund of the registration fee.

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the business practices of PAI CE program, in a specific regard, the CE Program Chair or Administrator will attempt to arbitrate.
4. PAI offers a 100% reimbursement for cancellations received within 1 week of an event or credit toward a future event depending on the attendee's choice; a 75% reimbursement for cancellations received within 3 days of an event or credit toward a future event depending on the attendee's choice; and no credit for cancellations received the day of event unless an emergency situation can be supported with documentation. If an emergency arises, then day before or same-day cancellations will be honored with 75% reimbursement or credit.

IMPORTANT NOTICE: Those who attend this workshop in full and complete the appropriate evaluation form will receive CE credits. Please note that credit will only be granted to those who attend the entire workshop. Those arriving more than 15 minutes after the start time or leaving before the workshop is completed will not receive CE credit.