

Association of Educational Therapists

Complaint Procedures for Continuing Education Courses

1. Purpose

This document outlines the procedures participants should follow to file complaints regarding continuing education courses. It ensures that their concerns are addressed promptly, fairly, and effectively.

2. Procedure for Filing a Complaint

a. Initial Feedback

Participants are encouraged to provide feedback directly to on-site volunteers for in-person events or support staff/volunteers for virtual events during or immediately after the session. This timely feedback will enable staff/volunteers to resolve minor issues informally.

b. Formal Complaint Submission

If the issue cannot be resolved after initial feedback or the complaint is more serious and significant, participants should follow these steps to submit a formal complaint.

- i. Submit a complaint in writing by emailing AET at customercare@aetonline.org
- ii. Customer Care staff will CC programservices2@aetonline.org if the complaint involves a workshop or webinar, or nationalconference2@aetonline.org if it involves the annual conference.
- iii. Include the following details:
 1. Participant's full name
 2. Participant's email address and phone number
 3. Course title and date
 4. Description of the complaint
 5. Supporting documentation or evidence (if any)
 6. Include "Formal complaint submission" in the subject line of the message

3. Complaint Review Process

a. Acknowledgement

- i. Complaints will be acknowledged within **five business days** after receipt of a formal complaint.
- ii. The acknowledgement will include the timeline for investigation and resolution.

b. Investigation

- i. The AET executive director will assign an individual to investigate the complaint. To ensure impartiality, that individual may be the executive

director, the committee chair overseeing the course planning and implementation, or an executive committee member.

- ii. AET will review and investigate the complaint, which may involve:
 - 1. Interviews with the participant, AET staff and volunteers, and course instructors/presenters
 - 2. Review of course materials and evaluations
- iii. The investigation will be completed within **fifteen business days**.

c. Resolution

- i. After the investigation is completed, a resolution will be proposed.
- ii. Resolutions may include, but are not limited to:
 - 1. Clarification of course material
 - 2. Full or partial refund of registration fees
 - 3. Transfer of the registration fee to an alternative course
 - 4. Corrective action to improve future courses
- iii. The participant (complainant) will be informed of the resolution in writing within **five business days** following the conclusion of the investigation.
- iv. The resolution is considered final. An appeal will be accepted if the participant provides additional relevant information not submitted in the original complaint. Appeals restart the complaint review process at Level 3a of this policy.

4. Confidentiality

The confidentiality of all complaints and related documentation will be preserved. Sharing of relevant information shall be limited to individuals conducting the investigation, proposing a resolution, and communicating with the participant.

5. Retaliation

Participants who file complaints in good faith shall not face retaliation or discrimination.

6. Record Keeping

Documentation of complaints will be retained for five years, and thereafter securely removed from AET digital and hard-copy files.

7. Review of Procedures

This procedure document will be reviewed annually to ensure it remains effective and relevant.