



Grievance Policy

JoJo Gaul, LCSW-C 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
- Credit for a future workshop
 - Partial or full refund

Grievance Submission Process

1. Submission

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

o Address complaints to:

Attention: JoJo Gaul

Email: jojogaultherapy@gmail.com

Mailing Address: 10115 Crestwood Rd, Kensington, MD 20895



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2. Anonymous Complaints

- o Complaints regarding an instructor may be submitted anonymously, but you will not be able to receive any feedback or resolution due to anonymity.

3. Acknowledgment

- o The participant will receive written acknowledgment of the complaint within 30 days of receipt.

4. Review & Resolution

- o The complaint will be reviewed by CE Director, JoJo Gaul.
- o A social work consultant will be involved in grievances related to course content, instructors, and course delivery for social workers.

5. Decision Notification

- o The participant will receive a written response within 60 days of the complaint's receipt.

6. Appeal Actions

- o If the participant is not satisfied with the decision, they may escalate the complaint to the grievance administrator, Nicole Bean, LCSW-C, Nicolebeane@yahoo.com.

7. Continuous Improvement

- o Feedback from complaints is used to enhance future training programs.