



## Policy on Complaint Resolution

Originated: 14 April, 2021

Reviewed & Revised: January 7, 2026

### Pre- amble

Sheila MacDonald & Associates will make every effort to prevent complaints or disputes by providing quality educational programs, researching the needs of potential learners, tailoring the program, and incorporating feedback from participants when possible. In the event of a participant issuing a complaint the following actions will be taken:

#### Complaints Made during a Course Program

- The participant's concern will be heard, documented, and attempts to address the concern in the moment will be documented as well.
- Actions will be taken to address the complaint and the attempts to address the concern will be communicated clearly to the participant.
- If no resolution can be found a clear apology will be communicated to the individual.

#### Complaints Made after the Course Program

- The participant's concern will be heard, respected, documented and communicated to the person in the organization responsible for that function (e.g. registrations, handouts, content delivery)
- Options for resolving the concern will be discussed with the person.
- Given that the course has already occurred the person will be offered an apology and suggestions for steps to address the problem in future registrations or courses will be communicated to the individual.

#### Communication of Complaint Policy to Participants

In our registration confirmation materials, the following statement will be issued to convey our complaints policy:

"Sheila MacDonald & Associates is committed to offering quality continuing education programs tailored to the needs of SLP's. If you have a suggestion or a concern please contact us at [courses.brainandcommunication@gmail.com](mailto:courses.brainandcommunication@gmail.com) to discuss".

