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Grievance Policy

The Center for Adoption Support and Education (C.A.S.E.) is fully committed to conducting the National Training Institute and all training offerings in conformance with the various continuing education licensing and accrediting bodies. C.A.S.E. complies with all applicable legal and ethical standards 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 Director, National Training Institute and Training Coordinator.

It is the responsibility of training participants to check with their state licensing boards to determine if training provided and CE credits issued by C.A.S.E. meet their various state licensing boards.

Please note that only the enrolled/registered participants can receive a certificate of attendance/completion for a training event. If two people in a family attend an event; they will both need to register to receive individual certificates even if they share a computer to participate.

While C.A.S.E. attempts to anticipate and prevent problems, there will be occasional issues which come to the attention of administrative or training staff which require intervention and/or action. This process serves as a guideline for handling such grievances. The grievance should be submitted via email or post and include full name, email, phone number, address, and the workshop/training concerned and date of the event. Please allow five business days to process and resolve grievances. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken.

1. If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put their comments in written format (email is fine) and submit them to the Training Coordinator. The Training Coordinator will review the comments with the Director and will provide feedback to the speaker, assuring the confidentiality of the grieved individual.



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2. If the grievance concerns a workshop offering, its content, test items, level of presentation, technical problems, or the facilities in which the workshop was offered, the Training Coordinator or Director will:
 1. attempt to move the participant to another training workshop/cohort, as appropriate
 2. provide a partial or full refund of the workshop fee in accordance with our cancellations policy.
3. Grievances concerning C.A.S.E.'s CE program, should be sent to the Training Coordinator who will notify the Director and attempt to address the issue. Any grievance filed by a social worker will be shared with our social work consultant who will work with the Training Coordinator and Director and attempt to arbitrate.
4. Any concerns will be brought to our licensing boards as appropriate and necessary corrections to the workshop or test materials will be made.
5. If you have registered for a training that does not meet your licensing board requirements and wish to cancel, you may receive a partial or full refund of the workshop fee in accordance with our cancellations policy below.

Cancellation Policy

This policy only applies to those programs for which C.A.S.E. is responsible for participant registration or enrollment in the CASEinstitute Learning Management System. Other sponsors/producers of C.A.S.E. programs may have other policies.

Cancellation policies for C.A.S.E. sponsored trainings and events are as follows:

1. If C.A.S.E. cancels a course for which there is a charge, participants will be offered a full refund. Participants will be notified as soon as possible.
2. If participant cancels at least 2 days prior to the event, C.A.S.E. will provide a full refund less a \$10 processing fee. This policy does not include *events where a recording is provided for 30 days following the live webinar.*



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3. If the participant no-shows or cancels/withdraws on or after the day of the first course meeting, there will be no refund.
4. Substitutions for attendance may be made if the participant meets requirements for the event (i.e., the participant may send another otherwise eligible participant in their place) for any registrations.
5. No refunds will be provided for trainings that provide a recording with 30-day access.

Special Circumstances: Participants who cancel due to medical emergencies, disability, or other special circumstances may explain these circumstances in writing (e-mail is ok) and request special consideration. In such circumstances C.A.S.E. may, at its sole discretion, offer special arrangements.

Instructions for Requesting Accessibility Accommodations

If you would like to request accessibility accommodations, please reach out to the Training Coordinator, Lauren Lynch at lynch@adoptionssupport.org prior to registering for a course.