



## Complaint Procedures

At At Health, LLC, your satisfaction and professional development are our top priorities. We are committed to providing high-quality continuing education in a fair, non-discriminatory, and ethical environment.

This document outlines how we address concerns to ensure a predictable and timely resolution for all our students.

### Our Commitment

We conduct all activities in strict accordance with the **American Psychological Association's (APA) Ethical Principles of Psychologists**. We strive to ensure all promotional materials, program content, and participant interactions are inclusive and legally compliant.

### How to File a Grievance

If you encounter an issue with a course, instructor, or our services, please reach out to our CE Coordinator. You may submit your feedback orally or in writing.

- **Content or Author Concerns:** If your grievance concerns an author or the specific content presented, we ask that you submit your comments in writing. We will share your feedback with the author to improve future offerings while strictly maintaining your confidentiality.
- **Course Delivery Concerns:** If your concern involves the level of presentation or the delivery method, our CE Director will mediate the situation to find a solution.

You can reach the CE Coordinator through any of the following methods:

**Contact:** Jill Michaels, CE Coordinator

**Email:** [Support@AtHealth.com](mailto:Support@AtHealth.com)

**Telephone:** (417) 413-1823

**Address:** 2733 E. Battlefield, Suite 266, Springfield, MO 65804

### Resolution Options

If you are seeking specific action or compensation regarding a course, our CE Coordinator is authorized to offer the following resolutions:

1. **Course Replacement:** Exchanging the course for a similar one in our catalog.
2. **Account Credit:** Providing credit toward a future alternative course.
3. **Refund:** Issuing a partial or full refund of the purchase price.



## Escalation

For any issues that you do not feel can be adequately addressed via the steps described above, please contact our CE Director who serves as the final arbitrator for all grievances:

**Contact:** Dr. Julie Shafer, CE Director

**Email:** Support@AtHealth.com

**Telephone:** (417) 413-1823

**Address:** 2733 E. Battlefield, Suite 266, Springfield, MO 65804