

**Svetlana Masgutova Educational Institute®  
for Neuro-Sensory-Motor and Reflex Integration, LLC**



## Complaint Resolution Policy

The Svetlana Masgutova Educational Institute® LLC commits to their course participant's to provide an adequate environment for learning, a course that provides the announced learning objectives, and an atmosphere free from discrimination. This policy provides two avenues for pursuing a complaint: an Informal Resolution Procedure and a Formal Resolution Procedure. An individual may utilize either or both of these avenues of resolution.

**Informal Resolution Procedure:** This informal procedure is intended to encourage communication between the course instructor and participant, directly in order to facilitate a mutual understanding of what may be different perspectives regarding the complaint and to find a solution. The presenter will review the course objectives, investigate any complaint concerning the facility and/or determine the course participant's anticipated/expected needs. If the nature of the complaint is relayed to the presenter on the first day and the area of concern cannot be satisfied, the participant will receive a refund of the registration fee minus the non-refundable registration fee. If the course participant brings the complaint after the end of the first day of class, and the concern/complaint cannot be resolved, the course participant will receive a refund of the pro-rated amount of the registration fee for days in attendance minus the non-refundable registration fee.

If the informal process does not result in the resolution of the complaint to the satisfaction of the course participant, they may utilize the Formal Resolution Procedure.

**Formal Resolution Procedure:** A formal complaint shall be in writing to the Svetlana Masgutova Educational Institute® LLC CE Administrator and shall set forth a statement of the facts of the complaint, the steps taken to solve the complaint with the course instructor and course participant's expected solution for the complaint. This formal complaint should be mailed to The Svetlana Masgutova Educational Institute® LLC, PO Box 1651, Melrose, FL 32666. This information must be received by LLC's CE Administrator within 30 days from the end of the course of concern. The CE Administrator will request a written statement of the informal procedures followed by the course instructor. The CE Administrator will respond to the course participant's Formal Complaint within 45 days of receipt of the receipt of the Formal complaint with the decision of resolution of the course participant's complaint.