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Complaint Procedure

Julie A Keen, LLC attempts to conduct events, create materials, and provide services according to the code of ethics and rules of conduct set forth by the American Psychological Association and other agencies with which it participates. Julie A Keen, LLC will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, materials content, and interactions with attendees. The monitoring and assessment of compliance with these standards will be the responsibility of Julie Keen, Psy.D., owner and administrator of Julie A Keen, LLC.

Although Julie A Keen, LLC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, this procedural description serves as a guideline for handling such grievances that cannot be resolved through direct communication or negotiation. Because the CE opportunities are predominantly conducted by Julie Keen, Psy.D., the organization has secured the agreement of volunteer psychologists that may be contacted if there is a conflict of interest with the instructor/owner of the organization. If you have a complaint about a presenter, conditions of training, or the company, please follow this procedure:

1. If the complaint is about a presenter or course content, please consider providing feedback directly. Every attempt at active listening will be utilized to make providing feedback a positive experience. If direct feedback is not an option, or if you are unsatisfied with the conversation, you can submit a complaint to: JKPsyDFeedback@gmail.com where it will be received by a psychologist volunteer (Dr. Kristen Mancarella or Dr. Kaity Jeanty) who will keep your identity anonymous, unless you explicitly ask otherwise. The psychologist receiving your complaint will serve as a mediator between you and any representatives of Julie A Keen, LLC to resolve the complaint or provide requested feedback on your behalf.
2. In your complaint, please specify what the source of the complaint was and if there is anything you would like to see happen to rectify or make up for the problem. While we can't guarantee that we can always comply with specified requests, these kinds of measures are examples of ways we can fix or make up for the problem:
 - a. changes to facilities/technology platforms that are within our control,
 - b. supplying alternate materials that better accommodate specific disabilities,
 - c. a refund on services*,
 - d. changes to the materials that are the source of the complaint,
 - e. an apology,
 - f. simply informing the offending party that they need to change their behavior
3. Please indicate if you would like a response to your complaint.
4. Once your complaint is submitted, we will respond as quickly as possible. We guarantee an initial response indicating that we received your email, and someone will respond within 5 business days. While it is difficult to put a time guarantee on our response to a wide variety of possible complaints, we will endeavor to resolve it as quickly as possible.
5. Regardless of what actions we take to rectify the concerns, we will also use your complaint as part of our ongoing process of improving services and facilities.

***Regarding refunds for continuing education courses:** In the case that a refund is given for any reason, Dr. Keen will determine if a certificate of attendance — or any other relevant certificate — may still be issued to the individual receiving the refund. Certificates may be refused to individuals submitting a grievance **only if** the individual did not or will not complete the full set of requirements for receiving the certificate **or** 100% of payment made for the materials and program(s) required for the certificate have been refunded. If it is determined that a refund is appropriate, we will ensure that the refund is initiated within 2 business days of the determination.

Note that it is possible to write your complaints in course evaluation forms. *Please be aware that these forms are anonymous, and we therefore can't directly respond to any complaints made through evaluation forms.* However, we will take any complaints submitted via course evaluation forms as seriously as we do those submitted to us directly.