

Caspersen Therapy and Training Center
1660 S. Highway 100, Suite 502
St. Louis Park, MN 55416
caspersentrainingcenter.com

Complaint and Grievance Policy

A complaint will be defined as a written expression of dissatisfaction or disquiet about an action, or lack of action by a person acting on behalf of Caspersen Therapy and Training Center. When the complaint is made by someone who is employed by the company, it will be called a grievance.

The aim, when responding to complaints and grievances is to enable them to be resolved informally, speedily, and fairly by discussion and problem solving. Problems should therefore be brought in writing directly to the person(s) deemed responsible for the area of dissatisfaction or disquiet, and will hopefully be resolved in this way.

If direct communication does not resolve the concern, the complaint or grievance should be submitted in writing to the Owner/Social Worker Consultant and the Peer Advisor. The person bringing the complaint has the opportunity to state his or her case, and to be represented, if they wish, at the any meeting by a friend or other supporter. The information provided in the written complaint will allow the Owner and Peer Advisor to draw conclusions and inform the complainant and the subject of the complaint or grievance of the outcome in writing, ideally within a week of the grievance being made.

If the resolution of the matter is not agreed upon between the Owner/Social Worker Consultant and the Peer Advisor, the Program Manager will review the grievance, and the outcome will be decided democratically amongst these three individuals. The conclusions drawn in the democratic process will be communicated to the complainant in writing within three weeks of submission of the complaint.

Cancellation/Refund Policy

If clients are unable to attend an event for which they have previously registered, they may choose to cancel their attendance. Cancellation requests result in a \$50 cancellation fee, and are accepted until the time of the event, after which refunds are not allowed.