

CBI Refund Policy:

Tickets to training events are non-refundable/non-transferable. ALL SALES ARE FINAL. Refunds will not be issued for any reason other than the event's cancellation by CBI or in resolution to certain grievances. Please pay attention to the time zone differences. All webinar times are eastern standard time. You must adjust your schedule to accommodate time differences. Refunds will not be given for missed webinars due to time zone differences.

CBI Cancellation Policy:

On the rare occasion that CBI would need to cancel the event, all participants will receive an email from us as soon as possible notifying them of the cancellation. Participants will be given the option to attend the postponed event, switch to a new event when offered at the same price point, or have their registration fee refunded if a paid event.

CBI Grievance Policy:

The Cognitive Behavior Institute is fully committed to conducting all activities in strict conformance with the American Psychological Association's Ethical Principles of Psychologists, the NASW Code of Ethics (2017), the CASW Code of Ethics (2005), and the National Board for Certified Counselors Code of Ethics. The Cognitive Behavior Institute will comply with all legal and ethical responsibilities 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 CEO and Social Work Consultant, Dr. Kevin Caridad, in consultation with the members of the continuing education committee at the Cognitive Behavior Institute.

While the Cognitive Behavior Institute goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the staff which require intervention and/or action on the part of the staff or an officer of the Cognitive Behavior Institute. This procedural description serves as a guideline for handling such 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 his/her comments in written format. The continuing education committee will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
2. If the grievance concerns a workshop offering, its content, level of presentation, or the facilities in which the workshop was offered, the CEO will mediate and will be the final arbitrator, unless the CEO was the instructor for the workshop. If the CEO was the instructor for the workshop, the COO, Erin Molyneaux, will mediate and be the final arbitrator. If the participant requests action, the arbitrator will:

- a. attempt to move the participant to another workshop, or
- b. provide a credit for a subsequent year's workshop, or
- c. provide a partial or full refund of the workshop fee.

Actions 2b and 2c will require a written note, documenting the grievance, for record keeping purposes. The note need not be signed by the grieved individual.

3. If the grievance concerns the Cognitive Behavior Institute CE program, in a specific regard, the CEO will attempt to arbitrate.

Please contact Dr. Kevin Caridad [125 Emeryville Drive, Cranberry, PA, 724-609-5002] to submit a complaint, or if you have additional questions.