



CMSA Educational Resource Library Policies

Cancellation / Refund Policy

For fee paid training programs that have a specific start and end date, see the cancellation / refund policy for that specific training dates and requirements for cancellations. When outside the refund window, an option to delay training to the next training date may be considered.

For self-paced training programs, cancellations / refunds may be considered if the learner has not yet begun training, or a partial refund may be considered for a prorated amount based on the amount of learning completed. *CE credits will NOT be awarded for partial completion.* Anyone receiving a full or partial refund will have to re-register at full price should they decide to take the training at a future date.

Policy and Procedure for Grievances

Registered attendees who have expressed a need to file a grievance against any CMSA educational program should follow the procedures below:

- All grievances should be submitted in writing either by email, fax or mail.
- Written grievances should include the following:
 - Name of Event/Program
 - Full name of Registrant
 - Full Contact Information of Registrant, including: Address, phone and email
 - Description of reason or circumstance resulting in a grievance
 - Suggested request for resolution for grievance
- Grievances that are prior to an event should be received at a minimum of 14 days before the start date.
- Grievances occurring after an event should be received no later than 30 days after the conclusion of the program.
- All grievances will be reviewed by an Educational Staff Member, and the CMSA Executive Director/CE Director. For social work grievances, the Licensed Social Worker Consultant will review, as well.
 - These reviewers may request additional information or request that the grievance also be shared and reviewed by the CMSA National Board.
- Upon evaluation and review, a conference call will be scheduled to discuss results with the individual to allow additional discussion or arguments.
- Final grievance results will be communicated in writing back to the individual placing the grievance.
- In the case of a refund request, only registration fees for the event paid by the registrant will be considered. CMSA is not responsible for travel-related expenditures or lost pay from work. Money will be refunded to the responsible party that made the initial *payment (back to the credit cardholder, or the issuer of the check).*
- All records of grievances with resolution will be kept on file for a minimum of five years.

Accessibility and Accommodations

Should a learner have a request for any additional accessibility or accommodation requirements to complete a training program, please submit a request to CMSA for further exploration and discussion.

Your written requests may be submitted to:

Mail: CMSA Educational Director
5034A Thoroughbred Lane
Brentwood, TN 73027

Fax: 615-523-1715

Email: CMSA@cmsa.org

Questions?

Contact Michele Lee, 615-432-0101, mlee@parthenonmgmt.com or cmsa@cmsa.org

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