

## **Policies and Procedures**

Cancellation Policy: It is the policy of Once Upon A Time Foundation (OUAT) to notify individuals who are currently enrolled in, or who have applied to attend, a continuing education course offered by the Foundation of the cancellation of said course in a timely manner.

Cancellation Procedure: In the event that a course is cancelled, the course website/online promotional materials will be updated to reflect the cancellation and individuals will be notified by email within 7 days. As courses are offered at no charge to attendees, there are no applicable refunds.

Complaint Policy: It is the policy of the Once Upon A Time Foundation (OUAT) to review all complaints regarding continuing education programs offered by the Foundation in a timely manner and determine whether corrective action is necessary.

Complaint Procedure: In accordance with ASHA CE provider guidelines, individuals who complete a course provided by OUAT may submit a complaint to the organization through email to [CAScourse@onceuponatime.org](mailto:CAScourse@onceuponatime.org).

Complaints received by email will be reviewed by CAS program directors within 7 days of receipt.

CAS program directors will consider the basis of the complaint, determine if corrective action is required within 30 days of receiving the complaint, and respond to the individual who submitted the complaint within 45 days of submission.