



## Provider Complaint and Policy Requirements

### Wellness Champion Life and Relationship Coaching Preparation Program

#### I. Introduction

This document outlines the policies related to trainee complaints, fee structures, refunds, and withdrawal processes for the Wellness Champion Life and Relationship Coaching Preparation Program offered by GCSCORED-IMHERS.

#### II. Trainee Complaint and Dispute Resolution Policy

- Policy Statement: GCSCORED-IMHERS is committed to providing a fair and transparent process for addressing and resolving trainee complaints and disputes.
- Procedure:
  - All complaints must be submitted in writing to the Program Director within 30 days of the incident.
  - A Complaint Review Committee will evaluate submissions and provide a written response within 15 business days.
  - Trainees dissatisfied with the resolution may appeal to the Board within 10 business days of receiving the Committee's decision.

#### III. Training Course Fees and Refunds Policy

- Fee Structure: Detailed information on course fees, including any additional costs, will be transparently communicated to trainees before enrollment.
- Refund Policy:
  - Full refunds will be issued for cancellations made at least 30 days prior to the course start date.
  - A prorated refund will be available for trainees withdrawing within the first week of the course.
  - No refunds will be issued after the first week of the course.

#### IV. Trainee Course Withdrawal Policy

- Withdrawal Procedure:
  - Trainees wishing to withdraw from the course must notify the Program Director via email [imhers@gcscored.org](mailto:imhers@gcscored.org) and in the Subject Line: "Withdrawal from Wellness Champion Coaching Program".
  - The notification must include the reason for withdrawal and the effective date.
- Implications of Withdrawal:
  - Trainees who withdraw before completing the program may **not** be eligible for certification.
  - Refunds will be processed in accordance with the Training Course Fees and Refunds Policy.

## V. Policy Accessibility and Communication

- All policies will be readily accessible and published on the GCSCORED-IMHERS website and in the program enrollment materials.
- Trainees will be required to acknowledge receipt and understanding of these policies upon enrollment.

## VI. Policy Review and Amendments

- GCSCORED-IMHERS will review these policies annually and reserves the right to make amendments as necessary.
- Trainees will be notified of any significant changes to the policies.

## VII. Contact Information

- For any questions or concerns regarding these policies, please contact the Program Director at [imhers@gcscored.org](mailto:imhers@gcscored.org) or leave a message at 574-315-9981 and someone will reach out to you within 24 hours Monday-Thursday and 48 hours Friday-Sunday.

