

BECOMING THROUGH SOUND LLC GRIEVANCE POLICY & PROCEDURE

Becoming Through Sound's Grievance Policy and Procedure can be found at www.becomingthroughsound.com, on the webpage of each offered continuing education opportunity.

Grievance Procedures

Although Becoming Through Sound LLC strives to provide quality continuing music therapy education, all participants of these events have the right to file a grievance regarding any aspect of a CMTE course, including promotional materials, learning objectives, prerequisites, qualifications and credentials of presenters, CMTE schedule and format, CMTE credits, fees and submission deadlines, and cancellation and refund policy. Participants must file a grievance in writing via email to Becoming Through Sound LLC Continuing Education Director (CED).

Becoming Through Sound LLC CED: Maevon Gumble, MMT, MT-BC

Email address: maevon@becomingthroughsound.com

The grievance must state the title of the CMTE course, the presenter(s), the date(s) of the course, and specific details of the reason for the grievance, including any evidence related to their grievance. The CED will review the grievance and respond in writing to the participant filing the grievance with a decision regarding the grievance within thirty (30) days of receipt of the written grievance, via email.

Appeal Procedures

The participant filing the grievance has the right to appeal the decision(s) made by the CED within thirty (30) days of receipt of the written grievance. The participant may file an appeal in writing, via email, by sending a copy of the original grievance, the written decision of the CED, and specific reasons for appealing the decision to an agreed upon third party arbitrator, including any additional evidence to support the grievance. The third party arbitrator will consult with Becoming Through Sound LLC's CED and respond in writing, via email, within thirty (30) days of receipt of the written grievance with the decision regarding the appeal. In cases of justified grievance decision, Becoming Through Sound LLC will provide a written offer for a monetary refund of registration and course fees to the participant within 30 days of the appeal decision. All written offers shall include the amount and date of distribution of funds returned to participant.

Any participant has the right to have an unresolved grievance addressed by the CBMT Continuing Education Committee. This should occur only after the Becoming Through Sound LLC Grievance Procedures detailed above have been exhausted.