

# Muscles in Harmony, LLC

## Complaint Resolution Policy

### Policy Statement

At Muscles in Harmony, LLC, we believe that if an attendee wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. Our policy is to learn from any complaints or consider them an opportunity to learn, adapt, improve, and provide a better course.

In addition, a resolution of a written complaint will be that which respects and values the person's feedback and can be one of the most critical factors in recovering the person's confidence about a learning opportunity. Listening and evaluating the complaint can prevent escalation of the situation. An efficient, effective, and fair response can eliminate further discontent.

The purpose of our policy is to ensure that complaints are handled correctly and that all complaints or comments are taken seriously. We are committed to fair, effective, and efficient complaint situations.

### Purpose

Our complaint policy is intended to ensure that the administration handles complaints fairly, efficiently, and effectively.

Our complaint management system aims to:

1. We request notification of your concerns during the course at a break – grab our attention so that we can discuss your situation privately before the end of the day or before the end of the course.
2. Allow us to respond to questions raised by an attendee who files a written complaint quickly and cost-effectively.
3. Written complaints are accepted within a timely matter prior to receiving certification for the course. Complaint must be written clearly and concisely and complete at time of submission.
4. Allow the opportunity to discuss the complaint.
5. Increase customer/attendee confidence in our process.
6. Provide information that we can use to improve the quality of our courses and complaint handling.
7. We will acknowledge the complaint immediately if we are aware of the concern before any certification is dispensed.
8. Allow a response time within 14 workdays.
9. The administration will review all complaints; a solution will be presented to the attendee with an evidence-based complaint, depending on the situation.
10. All written complaints must be submitted in English.

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## Complaint Resolution Policy

This policy guides our administration and those who wish to file a complaint about our course(s). These policies are key principles and concepts for a solution.

## Cancellation Policy by Muscles in Harmony, LLC

At least seven days before the live course date, we will assess the number of registered students and determine course profitability. A course may be canceled at our discretion if enrollment is below seven attendees.

If we cancel a course due to a health crisis or pandemic travel restrictions, this course will be available virtual at the same time and dates presented on "ZOOM" for your convenience. The course will go online, and the attendee is responsible for all computer input, audio, connections, etc. We do not have control over your internet or computer compatibility.

All supplies will be sent to you should the course be online.

If we cancel a course, we will notify you by email and/or phone, depending on the contact information we have for you. The prepaid course fees can be used for a future course.

Should a refund of a canceled course be necessary, it will be sent by a check to the person/attendee who sent the payment. Payment will be released within 30 days of the cancellation of the course.

Should the attendee decide to cancel the course, a \$500.00 registration fee will be withheld. Course funds can be applied for future courses within a year of the canceled course date. No refunds are available for cancellation 30 days or less from the course date.

Please feel free to communicate with us with any questions or concerns. We are here to assist you make this course experience a great one.

NOTE: we are only obligated to partial course fees and deposits related to course enrollment. We are not responsible for travel-related or other expenses.

## Financial Disclosure:

Pat Pine, Owner: Muscles in Harmony [www.musclesinharmony.com](http://www.musclesinharmony.com)

- Receives compensation from Discover The Myofunctional Therapy Puzzle as a course instructor
- Receives compensation from Tongue straightener created device

Seema Virji, Owner: Orofacial Myology Edmonton [www.romyoedmonton.com](http://www.romyoedmonton.com)

- Receives compensation from Discover The Myofunctional Therapy Puzzle as a course instructor

## Non-financial Disclosure:

Pat Pine, Owner: Muscles in Harmony [www.musclesinharmony.com](http://www.musclesinharmony.com)

- Talk Tools sent samples for Show N' Tell

Seema Virji, Owner: Orofacial Myology Edmonton [www.romyoedmonton.com](http://www.romyoedmonton.com)

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