



**HOSPICE & PALLIATIVE CARE
ASSOCIATION OF ARKANSAS**
advancing the promise of care

Professional Education Program Policy for Cancellations & Complaints

Refund/Cancelation Policy

If a program must be canceled, HPCAA will notify all registered participants as soon as cancellation is known by emailing the address registered or by phone if the program is cancelled less than 48 hours before its scheduled date. HPCAA will also put a notice of cancellation on its website. If the program is cancelled, a full refund will be issued. If a registered participant cancels for any reason, no refund will be issued, however participant substitution is permitted. Advanced notice of the substitution is preferred; however, the substitute should ensure their information is obtained during the onsite program sign-in period.

Complaint Policy

PURPOSE

Any participant, potential participant or former participant of educational course offering(s) may file a grievance about a course or any components thereof. This includes but is not limited to course content, educational process, promotional or educational materials, course site, facilities and/or technological resources.

PROCESS

The aggrieved party shall communicate, in writing, her/his grievance to the HPCAA Education & Event Planner via e-mail, fax or postal service. The grievance should include (a) all relevant information available to the aggrieved and (b) suggested corrective action.

The Education & Event Planner (or designee) must acknowledge receipt of the grievance in a timely manner. The Education & Event Planner shall share the written grievance as submitted with HPCAA's Executive Director. The Executive Director will use discretionary authority to include the Association Board of Directors in the grievance process as needed. The Education & Event Planner may advise the Executive Director and the Board of Directors throughout the process.