

Speech & Swallowing Specialists of KC Continuing Education Resolution of Complaints Policy

Resolution of Complaints

SaSS KC is committed to providing high-quality continuing education experiences. We value feedback and are dedicated to resolving any complaints regarding our programs. Our complaint resolution process is as follows:

- **Submitting a Complaint:** Complaints must be submitted in writing to sydney@sasskc.com. The complaint should include the participant's name, contact information, the nature of the complaint, and any relevant details.
- **Acknowledgment of Complaint:** We will acknowledge receipt of the complaint within 5 business days.
- **Investigation and Resolution:** Our team will investigate the complaint and strive to resolve it promptly. Participants will be informed of the outcome of the investigation within 30 days of the complaint submission. If the complaint is found to be valid, appropriate corrective actions will be taken, which may include a partial or full refund, additional support, or other measures as deemed appropriate.

We are committed to ensuring participant satisfaction and improving our programs continuously. Your feedback is invaluable to us and helps us maintain high standards in our continuing education offerings.

Contact Information For any questions, refund requests, or to submit a complaint, please contact us at:

- **Email:** sydney@sasskc.com
- **Phone:** 816-286-4748
- **Mailing Address:** 6711 Oak Street, Kansas City, MO 64113

Thank you for choosing SaSS KC for your continuing education needs. We look forward to supporting your professional development.