

Institute for Counselor Development  
1600 Medical Center – Suite B-1  
El Paso, Texas 79912  
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## Grievance and Refund Policy

The Institute for Counselor Development (ICD) is committed to conducting all activities in strict conformance with the National Board of Certified Counselors Code of Ethics and the Texas Behavioral Health Executive Council statutes and rules. ICD will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of program participants. The monitoring and evaluation of compliance with these standards will be the responsibility of the Chief Operations Officer (COO) of ICD.

We aim to foster quality relationships with our participants. We acknowledge that problems can occur, and we will do our best to resolve challenges with professional respect in a timely manner.

### **Grievance Policy**

ICD defines a grievance as a participant's concern, problem or complaint regarding a speaker, contents of instructional material, individual educational style utilized, or facility. The following guidelines are followed:

1. Complaints relative to a speaker, contents of presentation, or the individual educational style utilized, the individual voicing disapproval is requested to first address concerns directly with speaker. If the speaker is not available, the individual filing complaint will need to place his/her concerns in writing and send to COO listed below.
2. Complaints relative to a continuing educational activity, its contents, level of presentation, or facilities in which the even is held, the COO will attempt to resolve the matter promptly with assistance from CEO of ICD.

### **Refund Policy**

Thank you for purchasing our in-person workshop @ [counselorinstitute.com](http://counselorinstitute.com) operated by the Institute for Counselor Development.

Due to limited seating, all refund requests must be made in writing and received within 7 days of the scheduled presentation for 100% refund. This gives us the opportunity to fill the vacancy created. After the 7-day timeline, cancellations made within 3-6 days will incur a 30% fee. Cancellations made within 48 hours will not be refunded, however you may use the credit to attend future workshops.

Please contact Natasha Gomez, COO, Institute for Counselor Development, El Paso Texas for additional information or concerns. [ngomez@ccoia.com](mailto:ngomez@ccoia.com)