



Complaint Policy for Continuing Education Participants

Policy Statement

CEA is committed to providing a high-quality educational experience for all learners. We recognize that, from time to time, concerns or complaints may arise. This policy provides a clear and fair process for learners to report complaints related to course content, instructors, customer service, technical issues, or other aspects of the CEU experience.

CEA values feedback and views complaints as an opportunity to improve our programs and services.

How to Submit a Complaint

Learners may submit a complaint by any of the following methods:

- **Email:** Send a detailed description of your concern to commdisordersgrad@jsums.edu
- **Phone:** Call our department at 6019791433 during regular business hours
- **Mail:** Send a written complaint to:
Department of Communicative Disorders
- **Attention:** CEU Administrator
350 W. Woodrow Wilson Avenue, Suite 2260, Jackson, MS 39213

Complaints should include:

- Your full name and contact information
- The course title and date (if applicable)
- A clear description of the issue
- Any supporting documentation (if available)

Complaint Resolution Process

1. **Acknowledgment:** Complaints will be acknowledged within 3 business days of receipt.

2. Investigation: The issue will be reviewed by the CEU Program Coordinator and, if needed, escalated to the appropriate staff member or department.
3. Response: A formal response will be provided within 10 business days.
4. Appeal: If the learner is unsatisfied with the outcome, they may request a review by the CEO or an appointed representative. Final decisions will be issued within 10 additional business days.

All complaints will be handled confidentially and in accordance with CEA's commitment to fairness and learner support.

Where the Policy is Shared with Learners

- Posted on the CEU registration webpage
- Included in the promotional materials and course confirmation emails
- Printed copies are available upon request

Where Learners Are Instructed on How to Make a Complaint

Instructions on how to submit a complaint are provided:

- In the Promotional Materials
- On the CEA website under the "Contact Us" section
- At the start of each course, instructors will briefly explain the process for reporting concerns
- In all course evaluation forms, with an email address provided to submit complaints.