

Complaints/Concerns Resolution Policy (all programs at JCC Inc.)

Clients of JCC Inc. should address any concerns and complaints which arise by directing a full explanation of these in an e-mail to Dr. John Collins at jcollins@jcollinsconsulting.com John will respond to e-mails of this type within 3 to 5 days.

In general, most complaints can be resolved by direct communication. This may also include a follow-up telephone conversation.

Where the complaint is of a more serious nature, and the client is not satisfied with the resolution offered by Dr. John Collins, s/he should write a further e-mail to Dr. John Collins, requesting a formal complaint resolution process. This process involves the selection of a 'mediator', acceptable to JCC and the participant, who will listen to both party's perspectives and issue a recommendation for resolution.

There is a \$150.00 fee for this process which must be paid in advance by the client.

Generally, this process will be completed within a three week period from the receipt of the e-mail requesting the process be activated and payment of the fee. The recommendations of the mediator will be binding on both parties.