

TLC GRIEVANCE PROCEDURE:

All TLC grievance procedure materials are on the TLC website (www.tlc4superteams.com) under TLC on the ROAD – CE Curriculum – Grievance.

Every attempt is made to offer programs as announced. TLC reserves the right to adjust program faculty, location, dates, times, and/or tuition to accommodate unanticipated occurrences, to limit seating, or to cancel due to insufficient enrollment. TLC is not responsible for any expenses incurred by registrants due to program adjustments or cancellation. Only those who are preregistered can be notified in the event of changes/cancellation.

Policy for Grievance Resolution:

A full description of the grievance must be submitted in writing to the TLC Program Coordinator. Upon assessment of the circumstances surrounding the grievance, the Program Coordinator will make a determination as to the validity of the complaint and the degree (if any) of TLC's culpability.

Resolution may include any of the following:

- Tuition fees may be waived
- Tuition fees may be reduced
- Tuition fees may be refunded
- A credit amount may be given toward another class
- No action taken, tuition fees may stand as advertised

