



Grievance Policy

Psych Hub is fully committed to conducting all activities in strict conformance with the ethical standards of all approving organizations. Psych Hub 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 assessment of compliance with these standards will be the responsibility of the Psych Hub Continuing Education Committee, including the Continuing Education Director & Administrator/Mental Health Specialist, the Chief Clinical Officer/Licensed Social Work Consultant, the Clinical Manager/Licensed Counseling Consultant, the Chief Operations Officer, and the Director of Education.

While Psych Hub goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there may be occasional issues that require intervention and/or action on the part of an officer of Psych Hub. This procedural description serves as a guideline for handling such grievances.

When a participant files a complaint, the following actions will be taken:

1. Psych Hub will contact the individual within five (5) days to attempt to resolve the issue. If the issue cannot be resolved the issue will be elevated to the Psych Hub leadership team for review.
2. If the issue cannot be resolved and the participant requests a refund within 30 days of purchase, the issue will be resolved according to Psych Hub's [refund policy](#).

Complaints can be registered in the following ways:

General Complaint:

Contact information for general grievances:

Email: support@psychhub.com

Address: 120 29th Ave S, Nashville, TN 37212

CE Complaint:

Contact information for grievance concerns related to the Psych Hub CE program:

Contact name: Abigail Asper, CE Director & Program Administrator

Email: ce@psychhub.com

Telephone number: (615) 712-8810

Address: 120 29th Ave S, Nashville, TN 37212

*To learn about how to request a refund, please see our [refund policy](#).