

TCOM Annual Conferences

Review and Resolution of Participant complaints and disputes

CE Policy, Section C.12

Any participant or potential participant of a Praed Foundation sponsored live training program that wishes to express a concern about their experience may contact the Praed Foundation support desk at: support@TCOMTraining.com and expect a confirmation of receipt within 2 business days. The Praed Foundation will consider each complaint filed; however, cannot guarantee a particular outcome. The Praed Foundation will communicate the outcome of the complaint review within 15 business days.

Program Fees, Refunds, and Participant Cancellation

CE Policy, Section C.12

Any participant requiring a refund can receive a full refund as long as they cancel their registration to the TCOM Conference by July 31, 2018. Partial refunds can be received if the participant cancels registration between August 1, 2018 and September 1, 2018. Cancellations are not eligible for a refund after September 1, 2018.

Registration cancellations may be initiated through Eventbrite or by contacting Katherine Sun at ksun@chapinhall.org