

1. COMPLAINT RESOLUTION, CANCELLATIONS, REFUNDS, AND NOTICE OF POLICIES

- a) COMPLAINTS: Students will be required to submit complaints (via phone, email, or post marked snail mail) to the PDCA Chapter Executive Director (ED), Bridget Davidson, via the Chapter phone: 503-236-7964, email: info@oregonpdca.org, or PO Box 1138, Gresham, OR 97030 within 2 business days following completion of the course. The Chapter ED will respond to complaints within 2 business day. If resolution requires Board attention (anything other than simple adjustments, which the ED will be authorized to handle), the student will be notified that the complaint will be addressed at the next monthly Board Meeting.
- b) CANCELLATIONS: No refunds will be given for cancelled or “no show” Monthly/Seminars.
- c) REFUNDS: Generally, no monetary refunds for missed classes/seminars will be offered. However, the Board may consider extenuating circumstances on a case-by-case basis. Requests for consideration should be submitted through the Chapter ED.
- d) NOTICE OF POLICIES TO STUDENTS: The exact description of PDCA complaint resolution, cancellation and refund policies (*as described above*) should be published on the oregonpdca.org Website in close proximity to the Monthly Seminar Course offering, as per CCB requirements.

2. ADDITIONAL HOUSE-KEEPING

- a) CHANGING MONTHLY COURSE DESCRIPTION: The Chapter ED will also be responsible for updating/changing the Monthly Seminar Course Title and Course Description on the CCB site. As the ED already inserts a bulleted description of seminar content to the monthly e-blast, which the Program Committee Chair provides, the additional step of inputting course information to the CCB site, following the same format, should be unproblematic.
- b) CHANGING COURSE NAME & NUMBER: It will be necessary to change the actual title of the seminar, e.g., “Monthly Seminar/Course #SRA0513” (for 1 credit courses) when adding another course offering such as an All Day Seminar, 2 credit courses, or when the CCB indicates that the PDCA Chapter will be able to offer Series B course work.