

COMPLAINT POLICY FOR PARTICIPANTS

Participants are asked to complete the online evaluation at the end of each day in the Learning Management System to provide information so that MTI may respond. This policy was created to inform participants of the additional processes available to them if they are dissatisfied with an instructor, course delivery or materials and we are unable to resolve the issue after entering the information into the LMS.

COMPLAINTS ABOUT COURSE DELIVERY OR MATERIALS

Participants should email the Director of MTI, Matt Dreger dregerml@eckerd.edu. If we are unable to satisfy your concerns a refund will be offered.

COMPLAINTS ABOUT INSTRUCTOR(S)

If a participant is dissatisfied with their instructor(s) their first step is to speak to the instructor about the concern. If they are uncomfortable addressing the instructor, they can enter the information into the daily feedback in the LMS. This is read prior to the next day's class and will be addressed with the instructor(s).

The participant also may send an email or phone the Director, Matt Dreger, dregerml@eckerd.edu or phone 727.864.8328.

Because we are a mediating organization, we hope that the concerns will be able to be addressed through a mediated conversation. If the complaint cannot be resolved the Director will meet with the participant and they will co-create available options to meet the needs of the participant. If the complaint cannot be resolved to the satisfaction of the participant a refund will be offered.