



## **Cancellation Policy**

All registrants are responsible for payment of the full registration fee. Registrants who find they are unable to attend may send a substitute. When possible, please notify LeadingAge Michigan of substitutions at least two days prior to the event. Persons who have registered and submit a cancellation request via email 14 days prior to the event date will receive a gift certificate equal to 75% of the registration fee; remaining 25% is applied to the cancellation processing fee. Cancellations submitted via email 5-13 days prior to the event date will receive a gift certificate equal to 50% of the registration fee; remaining 50% is applied to the cancellation processing fee. Gift certificates can be used at a future LeadingAge Michigan educational event. Cancellations less than 5 days prior to the event and no-shows are responsible for the full registration fee, including any outstanding invoices related to the registration fee, and will not receive credit towards a future event. Substitutions and cancellations must be emailed to [Dalton@leadingagemi.org](mailto:Dalton@leadingagemi.org) and will be acknowledged by return email. We cannot accept cancellations by phone.

Exceptions to the cancellation policy may be made as deemed appropriate by the Director of Professional Development with LeadingAge Michigan. Any requests for an exception must be made in writing via email to [Laura@leadingagemi.org](mailto:Laura@leadingagemi.org).

## **Grievance Policy & Procedure**

It is the policy of LeadingAge Michigan's Educational Foundation (LMI EF) to have an open, prompt and approachable way for an individual to file a complaint regarding LMI EF's professional development. LMI EF seeks to address the complaint or grievance in a responsive, impartial and confidential manner. If you have a concern or complaint about the cancellation policy or anything related to the educational activities provided by us, LMI EF will make reasonable efforts to understand your situation and come to a conclusion or solution that is agreeable to all parties involved. The manner by which individuals should express their concern or complaint is as follows:

1. Contact LeadingAge Michigan at (517) 323-3687 or via email at [Info@LeadingAgeMI.org](mailto:Info@LeadingAgeMI.org) and attempt to solve the grievance with any LMI EF staff member.
2. If you are not satisfied, a formal grievance can be filed within ten (10) days, in writing, to the Director of Professional Development. The grievance must be dated, signed and include the individual's name, address, phone number and email address.
  - Grievance should be submitted to:  
Director of Professional Development  
Mailing: LeadingAge Michigan, 201 N. Washington Square, Ste. 920, Lansing, MI 48933  
Email: [Info@LeadingAgeMI.org](mailto:Info@LeadingAgeMI.org); Subject line: ATTN-Director of Professional Development
3. LMI EF and their ACE Program Social Work Consultant will review written grievances from social workers and respond, in writing, within 10 (ten) business days from the date the complaint was received.
4. If the grievance is not resolved to the griever's satisfaction, the griever will be instructed on how to request a hearing with LMI EF and if the grievance is from a social worker the hearing will include the ACE Program Social Work Consultant.