

## Talomin Books Complaint Procedures v.2.0

Talomin Books Pty Ltd is committed to conducting all activities to comply with:

- The Competition and Consumer Act 2010. This is the law that governs transactions between Australian citizens and Talomin Books Pty Ltd.
- The United Nations Convention on Contracts for the International Sales of Goods. This is the law that governs sales transactions between international citizens and Talomin Books Pty Ltd.
- The Australian Psychological Society Code of Ethics.
- The American Psychological Association's Ethical Principles of Psychologists.
- The Canadian Code of Ethics for Psychologists

Talomin Books Pty Ltd will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of its customers. The monitoring and assessment of compliance with these standards will be the responsibility of the Program Administrator, Joshua George, in consultation with Program Instructor, Dr Leah Giarratano, and the members of our Clinical Advisory Group.

Talomin Books Pty Ltd undertakes to ensure the fair treatment of its training participants, anticipates grievances, and is committed to resolving them to the mutual interests of the participant and Talomin Books. When a participant grievance comes to the attention of the Program Instructor and/or Program Administrator, this procedural description serves as a guideline for managing such grievances.

1. When a participant, either orally or in written format, files a grievance and expects action on the complaint, the following actions will be taken:
  - a) If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format.
  - b) The Program Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
  - c) The Program Administrator will typically bring such grievances to the attention of our Clinical Advisory group during our twice-yearly meetings to seek feedback about the way the issue was addressed.
2. If the grievance concerns a workshop offering, its content and/or materials, level of presentation, or the facilities in which the workshop was offered (or the technology platform upon which it was delivered), the Program Administrator will mediate and will be the final arbitrator. If the participant requests further action, the Program Administrator will:
  - a) attempt to move the participant to another workshop, or
  - b) provide a credit for a subsequent year's workshop, or
  - c) provide a partial or full refund of the workshop fee.Actions 2b and 2c will require a written statement, documenting the grievance, for record keeping purposes. The statement need not be signed by the complainant.
3. If the grievance concerns a Talomin Books Pty Ltd CE program in another specific regard, the Program Administrator will attempt to arbitrate, including consulting with our Clinical Advisory Group where indicated.

Please direct any complaints to Joshua George program administrator using [our contact form](#)