

## Grievance Policy

We strive to provide you with the highest level of service at Connect Our Kids University. If this has not been the case, please direct any concerns about course content, speakers, delivery method, nonreceipt of certificates, and any other issues to our CE Director at the following email or mailing address:

Email: [support@connectourkids.org](mailto:support@connectourkids.org)

Mailing Address:

CE Director

Connect Our Kids

1069 W Broad St Ste 778

Falls Church, Virginia 22046

**Along with a description of your concerns, please provide the following details about yourself:**

- First and Last Name
- Preferred Contact Phone Number
- Email Address
- Course Name
- Order Number
- Social Worker (Let us know if you're a social worker.)

We typically respond within 48 hours of receiving your communication.

**\*The social work consultant will be involved in the resolution of all concerns for social workers.**

**\*Please note: All sales are final.**