

**Program: COACHING ESSENTIALS & PRINCIPLES CERTIFICATE PROGRAM**

**ACSTH: 60 Hours - by AcComm & Image International Co., Ltd.**

**PARTICIPANT COMPLAINTS/GRIEVANCES POLICY:**

1. A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
  2. If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants can submit a written grievance to the program director (Email: [ACSTHSupport@aclc-asia.com](mailto:ACSTHSupport@aclc-asia.com)) within 7 days. The program director will review the issue and talk to the participant within 7 days of receiving the complaint. The program director will work with all parties involved to resolve the issue.
  3. If a participant does not feel the issue is resolved, a written request for a partial tuition refund for the module they are currently in – prorated to the number of hours that have not been provided.
- Dispute resolutions are limited to the individual's ASCTH fee paid, not the whole program fee. All appeal decisions are final.

For more information, please contact us:

Email: [info@aclc-asia.com](mailto:info@aclc-asia.com)

Tel: +662 197 4588-9

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