

Confidentiality of Information

The Center for Nature Informed Therapy and its employees and contractor will make the best effort to protect the confidentiality of participant information. No information will be sold to third parties.

Program Complaint and Policy

If a participant or potential participant would like to express a concern about his/her experience with The Center for Nature Informed Therapy, he/she may e-mail Zoe Jack (training@natureinformedtherapy.com). Although we do not guarantee a particular outcome, the individual can expect us to consider the complaint, make any necessary decisions and respond within 10 business days.

For scholarship application, installment plan, and refund request, please email billings@cmhcweb.com. We will issue full refund minus \$100 registration fee for all refund requests made no less than 5 business days prior to the course starting date. There is no change fee if participant wish to change the course date if there is space available.

The Center for Nature Informed Therapy makes every effort to provide exceptional educational experience to all participants. If you find that any of our program facility, content, instructors, or course materials does not meet your expectations, please contact us for resolution.

Complaint Reporting Requirements

In such case, the Center for Nature Informed Therapy will report each complaint, dispute, or other grievance (complain matter) that directly or indirectly relates to any terms and requirements of the State and National licensing and certification board Policy to maintain the licensing and certification status, including all complaint matters received from all course m participants. Such complaint matters will be reported to the licensing and certification board within required reporting time frame from the receipt of the complaint, including all related written communications and materials.