

BUFFALO HEARING & SPEECH CENTER

Continuing Education Program Policy & Procedures

Complaint Resolution Policy

Policy: It is the policy of the Buffalo Hearing & Speech Center to maintain a complaint resolution process to ensure fair and timely responses to concerns/complaints regarding the BHSC CE Program. All complaints from individuals not satisfied with the organization's continuing education services/programs will be reviewed and resolved within 30 days of receipt by the BHSC CE Administrator.

Procedures:

- CE Learners are instructed on how to contact the BHSC CE Administrator (CEA) to file a complaint. Information on filing a complaint and contact information for the CEA are listed in all CE promotional materials and course flyers. Learners are also informed that the complete policy is available to them on the BHSC website.
- The BHSC CEA is responsible for Complaint Resolution and is required to review the policy and procedures on an annual basis and make revisions as needed.
- Learners can file a complaint with the CE Administrator, Joe Sonnenberg via email at jsonnenberg@askbhsc.org or by phone at 716-885-8871 ext. 2210.