



THE PLAY PROJECT COMPLAINT POLICY

The PLAY Project's Complaint Policy outlines a clear process for addressing and resolving formal concerns about course quality, delivery, staff conduct, administrative processes, and other services in a fair, timely, and transparent manner.

Complaint Policy

For the purpose of this policy, a complaint is defined as a formal expression of dissatisfaction regarding the following:

- **Course Quality and Content:** Issues related to the accuracy, relevance, or completeness of course materials, learning objectives, or assessment methods.
- **Course Delivery:** Concerns about the instructional methods, pace, or accessibility of course delivery.
- **Instructor Behavior:** Issues concerning an instructor's conduct, professionalism, communication, or adherence to organizational policies.
- **Administrative Processes:** Dissatisfaction with administrative procedures, registration, enrollment, fees, or other administrative services.
- **Staff Behavior:** Concerns regarding the conduct, professionalism, or communication of organizational staff members.
- **Other Services:** Complaints related to the quality or delivery of other services provided by The PLAY Project, such as technical support, learning resources, or facilities.

This list is not exhaustive and other legitimate concerns will be considered on a case-by-case basis. General feedback or suggestions for improvement that do not express dissatisfaction with a specific issue may be addressed through separate feedback mechanisms.

How to Submit a Complaint

Individuals wishing to submit a complaint are requested to follow these steps:

1. Contact The PLAY Project support team via info@playproject.org or by calling the office directly 734-585-5333
2. If the issue remains unresolved, the complaint should be resubmitted and escalated to a program director.
3. **Required Information:** All formal complaints must include the following
 - The date the issue occurred.
 - A clear and concise description of the complaint, including specific details, dates, times, and individuals involved.
 - Any supporting documentation (e.g., emails, screenshots, course materials).
 - Your desired outcome or resolution.



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Acknowledgment, Investigation, and Resolution

1. **Acknowledgment:** Upon receipt of a formal complaint, The PLAY Project will acknowledge receipt within 3 business days. The acknowledgment will include the name and contact information of the individual responsible for handling the complaint and an estimated timeframe for resolution.
2. **Investigation:** A fair and impartial investigation will be conducted. This may involve gathering information from relevant parties, reviewing documentation, and conducting interviews as necessary. The complexity and nature of the complaint will determine the scope and duration of the investigation.
3. **Resolution:** Upon completion of the investigation, a proposed resolution will be determined. This resolution will be based on the findings of the investigation and may include, but is not limited to:
 - Providing clarification or further information.
 - Implementing corrective actions.
 - Offering an apology and or/refund
 - Making adjustments to processes or services.
 - Recommending policy changes.
4. **Timeliness:** The PLAY Project is committed to resolving complaints in a timely manner. The target timeframe for resolution is 14 business days from the date of acknowledgment. However, complex cases may require a longer investigation period, and the complainant will be informed of any significant delays.

Communication

The complainant will be informed of the outcome of the investigation and the proposed resolution in writing (via email or mail, depending on the submission method) within 7 business days of the resolution being determined. The communication will clearly outline the findings of the investigation and the steps taken or to be taken to address the complaint.

Policy Review

The PLAY Project will periodically review this Complaint Policy on an annual basis to ensure its effectiveness, relevance, and alignment with best practices. This review will include an assessment of the number and nature of complaints received, the outcomes of investigations, and any identified areas for improvement. Any updates or changes to this policy will be communicated to all learners, instructors, staff, and stakeholders through website updates and email communications.