



Policy

IFS Grievance Policy

IFS Institute (formerly The Center for Self Leadership) is fully committed to conducting its activities in compliance with legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of IFS Institute's Chief Executive Officer, in consultation with IFS Institute's Executive Committee. While IFS Institute goes to great lengths to assure fair treatment for all participants in its events and attempts to anticipate problems, it recognizes that complaints may arise. IFS Institute will do its best to anticipate problems and, if they present themselves, will attempt to alleviate them as quickly as possible. When a complaint is made known to a representative of IFS Institute, the following guidelines will be followed with respect to achieving a solution:

- (A) The person making the complaint will be asked to send their complaint, in writing, to IFS Institute's Chief Executive Officer at IFS Institute, P.O. Box 3969, Oak Park, IL 60303. Or it can be sent to the Chief Executive Officer's email address listed on the IFSI website.
- (B) IFS Institute's Chief Executive Officer will review the complaint, in consultation with the Executive Committee, and will issue a response within 30 days of receipt of the written complaint. The joint decision of the Chief Executive Officer and Executive Committee of IFS Institute is final.
- (C) IFS Institute's Chief Executive Officer will attempt to resolve the matter themselves as expeditiously as possible or will convey the complaint to the IFS Institute representative in charge of the area of complaint so that they can attempt to resolve the matter as expeditiously as possible.
- (D) The complaint will then be conveyed to the person who is the subject of the complaint, assuring the confidentiality of the aggrieved individual whenever possible and/or appropriate.
- (E) The offered resolution may include but is not limited to giving a partial or full refund of program fees already paid, or credit toward a future event.