

NLPA CE Series Policies

Event Cancellation & Refund Policy

Cancellation by Participant

Requests for cancellations must be submitted in writing via email to nlpace@nlpa.ws. Refunds will be issued based on the following timeline:

- **Full Refund:** Cancellations received at least 30 days prior to the event start date will receive a full refund.
- **Partial Refund:** Cancellations received between 14 and 29 days prior to the event will receive a 50% refund.
- **No Refund:** Cancellations received less than 14 days before the event, or "no-shows," for any reason are not eligible for a refund.

Registration Transfers

In lieu of a refund, you may:

- **Transfer to a Colleague:** You may transfer your registration to another licensed professional at no extra cost, provided you notify us at least 48 hours in advance.
- **Credit for Future Events:** At the discretion of NLPA, we may offer a credit toward a future CE workshop (valid for one year).

Cancellation by Provider

NLPA reserves the right to cancel any event due to low enrollment, presenter illness, or unforeseen circumstances (e.g., extreme weather, tech failure).

- In the event of a total cancellation, participants will be notified via email and given the choice of a full refund within 7–10 business days or credit for future CE events.
- NLPA is not responsible for any travel or lodging expenses incurred by participants.

Other information and policies

ADA Compliance: A participant needing any accommodations will notify and request them to the NLPA CE Committee at least two weeks in advance.

CE Credit Requirement: NLPA does not offer or give partial CE credit. If a participant arrives late or leaves early, they forfeit the credit, even if they paid in full. Also, full attendance with camera on is required to receive CE credit. Participants will be asked to maintain a professional appearance and environment.

Grievance Procedure

As an APA-approved sponsor we are committed to providing a high-quality learning environment. If you are dissatisfied with the event or have concerns regarding the refund process, please contact the CE committee at nlpace@nlpa.ws within 30 days of the event.

Grievance Policy & Procedure

The National Latinx Psychological Association (NLPA) is committed to conducting all activities in strict conformance with the ethical principles of the American Psychological Association (APA). We strive to provide a learning environment that is inclusive, respectful, and free from discrimination. While we aim for excellence, we recognize that complaints may arise.

Submission of Grievances

Participants wishing to file a formal complaint regarding a CE program (including content, facilities, technology, or instructor behavior) should submit their concerns in writing to the CE Committee at nlpace@nlpa.ws.

Please include:

- The name and date of the CE event.
- A specific description of the issue.
- The desired resolution (e.g., refund, credit, or curriculum change).

Confidentiality: The CE Committee will manage grievances with as much confidentiality as the situation allows, protecting the privacy of the individual.

Review Process

- **Initial Response:** The CE committee will acknowledge receipt of the grievance within 3 – 5 business days.
- **Formal Review:** The grievance will be reviewed by the CE Committee. If the grievance involves a specific individual on the committee, that person will recuse themselves from the deliberation to ensure objectivity.
- **Resolution:** A written response outlining the committee's decision and any subsequent actions will be sent to the participant within 30 days of the initial filing.

Possible Outcomes

Resolutions may include, but are not limited to:

- Providing a full or partial refund.
- Offering credit toward a future training.
- Directly addressing pedagogical concerns with the presenter for future sessions.
- Making specific administrative changes to the program's registration or delivery process.