

T.A.G. The Academic Gym LLC maintains a formal, documented system for receiving, tracking, investigating, and resolving complaints related to professional development activities. The system ensures transparency, accountability, and compliance with AOTA Approved Provider Program requirements.

1. Submission of Complaints

Learners may submit complaints through any of the following channels:

- Email to the Program Administrator
- Secure online form (linked in course materials and confirmation emails)
- Written submission during or after a PD activity

All complaints must include:

- Learner name
- Contact information
- Course title and date
- Description of the concern

Anonymous complaints are accepted but may limit the ability to investigate.

2. Logging and Documentation

Upon receipt, the Program Administrator:

- Assigns a **Complaint Log ID**
- Records the complaint in the **Complaint Log Database**
- Documents the date received, nature of the complaint, and parties involved

The log is stored securely and retained for **7 years**.

3. Investigation Process

The Program Administrator:

- Reviews all relevant course materials, attendance records, and communications
- Consults with instructors or staff as needed
- Contacts the learner for clarification (if appropriate)
- Determines whether the complaint is substantiated

All steps are documented in the log.

4. Resolution

Resolutions may include:

- Clarification or additional instruction
- Correction of administrative errors
- Revision of course materials
- Instructor coaching or remediation
- Refunds (if applicable)

The learner receives a written response outlining the findings and resolution.

5. Follow-Up and Quality Improvement

All complaints are reviewed quarterly to identify:

- Patterns or recurring issues
- Opportunities for improvement
- Required updates to policies, materials, or instructor training

6. Record Retention

All complaints, investigations, and resolutions are retained for **7 years**, consistent with AOTA APP requirements.
