

Passy-Muir

Continuing Education Complaint Policy

1. Purpose

Passy-Muir is committed to delivering high-quality continuing education programs in alignment with the standards of the American Speech-Language-Hearing Association (ASHA), American Association for Respiratory Care (AARC), and the California Board of Nursing. To uphold this commitment, Passy-Muir has established this Complaint Policy to ensure that concerns raised by learners, instructors, staff, or other stakeholders are addressed promptly, fairly, and transparently. This policy serves as a structured mechanism for raising and resolving complaints and for facilitating ongoing quality improvement.

2. What Constitutes a Complaint

A complaint is defined as a formal expression of dissatisfaction with any aspect of Passy-Muir's continuing education offerings or services including, but not limited to:

- Course content quality, accuracy, or relevance
- Instructor presentation, behavior, or qualifications
- Course delivery method or accessibility
- Administrative services or registration processes
- Adherence to ASHA, AARC, and Nursing Continuing Education (CE) standards
- Any activity or conduct perceived as unethical, discriminatory, or inconsistent with Passy-Muir's mission and policies

3. How to Submit a Complaint

Complaints may be submitted in writing by email, mail, or through Passy-Muir's website:

- On our website at: www.passy-muir.com
- Email: education@passymuir.com
- Mailing Address:
Passy-Muir, Inc.
Attn: CE Administrator
17992 Mitchell S., Ste. 200
Irvine, CA 92614

Complainants must include their name, contact information, and a detailed description of the concern. Anonymous complaints will be accepted; however, Passy-Muir's ability to fully investigate and respond may be limited in such cases.

4. Acknowledgment, Investigation, and Resolution

- Acknowledgment: Passy-Muir will acknowledge receipt of a written complaint within five (5) business days.
- Investigation: Complaints will be reviewed by the CE Administrator and, when appropriate, escalated to relevant leadership. All complaints will be evaluated impartially and confidentially.
- Resolution: Passy-Muir will strive to resolve complaints within fifteen (15) business days of acknowledgment. Resolutions may include clarification, remediation, instructor feedback, or policy adjustments.
- Recordkeeping: All complaints and resolutions will be documented and maintained in a secure file in accordance with Passy-Muir's record retention policy.

5. Communication

Passy-Muir will provide a written response to the complainant outlining the findings, resolution, and any actions taken. If additional time is required for resolution, the complainant will be notified in writing with an updated timeline.

6. Policy Review

This Complaint Policy will be reviewed annually by Passy-Muir's CE leadership team to ensure compliance with the CE requirements and alignment with best practices. Any updates will be communicated to staff, instructors, and learners through:

- Direct communication to registrants
- Updates posted on Passy-Muir's website
- Inclusion in course registration materials and confirmation emails

7. Learner Access to Policy

This policy is available:

- On our website at: www.passy-muir.com
- Upon request via email to education@passymuir.com
- Upon request by US mail to:
Passy-Muir, Inc.
Attn: CE Administrator
4521 Campus Dr., PMB 273
Irvine, CA 92612

Passy-Muir encourages all stakeholders to bring forward concerns in good faith and affirms that no person will face retaliation for submitting a complaint.

Effective Date: JUNE 30, 2025

Reviewed: JUNE 30, 2025