



CANCELLATIONS & COMPLAINTS POLICY

Introduction:

Women in Business & Regional Development Inc coordinate training programs and events on a regular basis with registration fees paid. To maintain a consistent approach to the payment of registration fees it is vital that an avenue to seek refunds due to cancellations or make complaints is fair and ethical considering the requirements of all parties.

Purpose:

To ensure board members, contractors and paying participants of programs and events have an understanding of situations where refunds will be given for cancellations. Provide participants with a conduit to making a formal complaint to the board of Women in Business & Regional Development Inc.

Policy:

Submittal of a Registration for Training Form or Registration for Event Form to the Women in Business & Regional Development Inc (WiB&RD) will be taken as a confirmed commitment to attend the training/event and will be subject to the following conditions:

- § Full refunds to registered participants of training sessions/events will only apply if the training has been cancelled by WiB&RD
- § Full refunds to registered participants of training sessions/events less an administration fee of \$20 will apply if notification of non attendance is given to the coordinator up to 10 days prior to the date of training
- § Except for non attendance due to sickness or extenuating circumstances, no refunds will apply outside of the above conditions if cancellation is notified less than 10 days prior to the training.

Women in Business & Regional Development Inc reserve the right to individually assess each application for refund.

Procedures:

1. A signed and completed *Request for Refund* (Form 14.1a) available from our website www.wibrd.org.au and any accompanying correspondence should be sent to:
Women in Business & Regional Development Inc
PO Box 9432
Mount Gambier West SA 5291
2. A nominated representative of the board will review the Request for Refund and inform the participant of the determination.
3. Applicable refunds will be processed within 10 working days of the receipt of the above.

COMPLAINTS

All complaints about the operations and services of Women in Business & Regional Development will be assessed with a view to providing a satisfactory outcome.

Complaints must be submitted in writing to:



The Chairman
Women in Business & Regional Development Inc
P O Box 9432
Mount Gambier West S A 5291
Email: info@wibrd.org.au

Authorisation:

Board
Women in Business & Regional Development

Related Forms:

§ Form 14.1a – Request for Refund

Policy number	Board Policy Manual Section Fourteen <i>Number Four</i>	Version	ONE
Drafted by	JUNE KAIN	Approved by board on	1 December 2009
Responsible person	TREASURER	Scheduled review date	1 December 2011