

- Cancellation and Refund Policy

Please be advised that Nicole Lee Qigong and Chi Space has a cancellation and refund policy which applies to all classes, workshops, events and teacher training programs. Please read the following carefully to ensure you understand the policy.

Classes, Workshops & Events

- The cancellation of a class, workshop or event, at any point, is not refundable.
- No-shows in classes, workshops and events are not refundable.

Teacher Training Programs & Training Events:

- The cancellation of a Teacher Training program or event, at any point, incurs a definite 50% administration fee of the entire course cost that is non-refundable.
- Transfer into another Intake Group / training event is possible without financial penalty (when space is available).
- If you cancel your course once the program has commenced and/or part training has been undertaken, training fees are not refundable. Refunds (when applicable) are processed via EFT to your nominated bank account.

- Complaints & Student Grievances Policy

Nicole Lee Qigong is committed to the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness. This is our policy in relation to student and client complaints and grievances. We are committed to improving our service and maintaining a positive relationship with all students and clients.

The policy sets out the procedures for dealing with complaints concerning our classes, courses, events, teacher training programs and administration of our activities. A complaint is defined as any expression of dissatisfaction with our service by a student or client. We believe that students and clients have the right to know what they can expect from Nicole Lee Qigong.

We will make every effort to deal with complaints in an effective and timely manner, initially at an informal level, involving discussion with the student/client. If a satisfactory outcome cannot be reached the student/client will be directed to make a formal complaint. Complaints will be investigated in a way that is proportionate to their nature and outcomes may include training, mentoring, or a change in policy or procedure.

Making a complaint:

- Informal Complaint

- Clients and students are, in the first instance, invited to raise their concern / complaint informally with Nicole Lee - principal and owner of Nicole Lee Qigong and Chi Space.
- An informal complaints may take the form of an expression of dissatisfaction within a broader discussion or an issue being raised verbally or by email, perhaps without the use of the word 'complaint'.
- We will endeavour to understand the nature of the issue being raised and establish whether or not this can be resolved easily. If the matter is not satisfactorily resolved, the student/client is invited to make a formal complaint.

- Formal Complaint

- A formal complaint should be made writing, by letter or email.
- Formal complaints will be acknowledged and responded to within seven working days.
- Should an investigation deem further time is required to assess and consider the complaint, the student/client will receive written notice of this.
- Upon assessment of the complaint a strategy will be developed to make any necessary improvement, including how these improvements can be demonstrated and implemented. These improvements may require the undertaking of further training and education.
- Nicole Lee Qigong / Chi Space will write to the student/client explaining what action has been taken.
- Full written records will be kept of each complaint and actions taken.

This policy and its procedures will be reviewed every two years. All complaint information will be handled sensitively, in accordance with our Privacy Policy and relevant policies and procedures.

