		DOCUMENT NUMBER	REVISION	EFFECTIVE DATE
		1.1	1.1	1/29/21
PREPARED BY: Fernando Nin	DATE: 1/29/21	eMindful Inc. Participant Grievance Policy		
APPROVED BY: Denise Shields	DATE: 1/29/21			

I. Policy

To outline the procedure by which participants may express a complaint and the process company personnel follow to resolve the complaint.

II. Applicability

This policy applies to all participants in eMindful programs as well as all customer support staff.


III. Definitions

- **Participants:** Individuals that use, receive, or benefit from the programs and services at eMindful. Participants can include legal guardians.
- **Complaint:** For participants, a complaint is a verbal or written expression of dissatisfaction with, including, but not limited to aspects of service delivery, manner of treatment, outcomes, or experiences.
- **Grievance:** For participants, grievances are formal expressions of dissatisfaction or discomfort that can include, but are not limited to service delivery, manner of treatment, outcomes, or experiences. All complaints received in writing, including email, are considered formal grievances. If a participant does not wish to or is unable to submit a written expression of dissatisfaction, he or she may request the formal grievance be documented by the Customer Support staff person receiving the verbal report.

IV. Procedures


A. It is the policy of eMindful that all participants have the means to file complaints and reach resolution. The conditions for expressing a grievance are defined as dissatisfaction with decisions concerning the participant and/or services provided the participant.

B. Participants have the right to file a complaint or grievance without interference


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or fear of retaliation. All staff members are to be attentive and respectful to any grievance registered by a participant and are prohibited from discouraging, intimidating, or seeking retribution against participants who seek to exercise their rights or file a complaint or grievance.

- C. Participants have the right to timely notification of the resolution and receive an explanation of any further appeal, rights, or recourse.
- D. All participants have the right to at least one level of review that does not involve the person about whom the complaint has been made or the person who made the decision under review.
- E. Grievance Submission
 1. Notices informing all participants of their right to make a complaint shall be posted on eMindful’s website.
 2. A written copy of the policy will be made available on request.
 3. In general, the first step to resolving any participant concern or complaint should be to seek informal resolution with customer support staff. This process may begin with the participant messaging the customer support staff member in their course or emailing support@emindful.com. If a satisfactory resolution is not achieved at this level, staff should inform the participant of his/her right to submit a formal grievance.
 4. Informal efforts to resolve complaints and grievances should be documented in issue tracking platform (Team support).
 5. If the participant believes for any reason that they cannot approach staff with their concerns, they may address their concerns directly with the Chief Mindfulness Officer.

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6. If the issue pertains to a grievance toward a teacher, the issue will be referred to the Chief Mindfulness Officer and senior teacher for resolution (unless the senior teacher is indicated as a teacher within the grievance, in which case the Chief Mindfulness Officer).
7. At the time of a complaint, customer support staff will provide the participant with an additional copy of the participant grievance policy. The staff member will review the procedure and clarify any issues for the participant. eMindful will acknowledge and document the receipt of all formal grievances.
8. Formal grievances should be submitted to the Manager of Digital Content, Production and Support (receiving supervisor) for review, or as appropriate to the Chief Mindfulness Officer. Upon receipt of a grievance the Manager of Digital Content, Production and Support should submit copies of that grievance to the Chief Mindfulness Officer.
9. The Receiving Supervisor/Chief Mindfulness Officer will interview the participant to discuss his/her concerns directly and document in writing any communication regarding the grievance. This information will be submitted to the Chief Mindfulness Officer for review and/or consultation with the Receiving Supervisor within seventy-two hours of the receipt of the complaint.
10. The validity of the grievance will be determined within fourteen (14) business days and the outcome conveyed to the participant within twenty-four (24) hours of the decision.
11. The Compliance Officer and/or Chief Mindfulness Officer may complete an Internal Program Review to determine the validity of the grievance.
12. Internal Program Reviews conducted by the Compliance Officer and/or Chief Mindfulness Officer will be submitted to the CEO for review and follow-up as deemed appropriate.

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13. If the participant remains dissatisfied with the outcome, they may make one final appeal to the CEO. Appeals to the CEO will be determined within seven (7) business days and the results conveyed to the participant within twenty-four (24) hours of a decision.
14. Copies of all correspondence regarding the grievance will be submitted to the Chief Mindfulness Officer as documentation of the resolution of the complaint.
15. Results from all written grievances/complaints will be forwarded to the Chief Mindfulness Officer.
16. As required, legal counsel will be sought to intervene in situations that are not successfully resolved through the prior avenues. eMindful will not in any way restrict, discourage or interfere with participant communication with an attorney for the purpose of filing a complaint.
17. Should any complaint warrant further investigation beyond the scope of this policy, eMindful will communicate with the participant making the complaint in no greater than 30-day intervals.

F. Contact Information

- Email: support@emindful.com
- Telephone number: (855) 211-1536
- Address: 11315 Corporate Blvd, Suite 210, Orlando, FL 32817