Continuing Education Complaint Resolution Policy

Effective date: 01/01/2026
Last reviewed: 11/16/2026

Purpose

The RIM Institute is committed to providing professional, ethical, accessible, and high-quality continuing education programs. This policy provides participants and prospective participants with a clear process for raising and resolving concerns related to a RIM Institute continuing education program.

This administrative complaint process is separate from the legal dispute-resolution provisions contained in a participant's signed agreement.

Scope

This policy applies to complaints concerning:

- Program administration, application, or registration
- Instructional content or delivery
- Presenter, trainer, facilitator, or staff conduct
- Accessibility or accommodations
- Attendance records or certificates of completion
- Continuing education credit
- Program fees, cancellations, or refunds
- Advertising or program information
- Participant privacy or confidentiality
- Compliance with applicable continuing education requirements

Whenever possible, participants are encouraged to raise concerns promptly so that the RIM Institute has an opportunity to address the matter in a timely manner.

How to Submit a Complaint

A participant or prospective participant may submit a complaint directly to:

Dr. Deborah Sandella
Email: drdeb@riminstitute.com

A participant may initially discuss a concern with the Program Trainer. However, participants are not required to submit a complaint to the trainer before contacting the RIM Institute, particularly when the complaint concerns the trainer or when the participant would be uncomfortable addressing the matter directly with that person.

The complaint should include:

- The complainant's name and contact information
- The title and date of the program
- The name of the trainer or presenter, if relevant
- A description of the concern
- Relevant supporting information or documentation
- Any steps already taken to address the matter
- The resolution being requested, if applicable

A complaint may be submitted without all of the information listed above. However, incomplete or anonymous submissions may limit the RIM Institute's ability to investigate or provide a direct response.

Acknowledgment and Review

The RIM Institute will ordinarily acknowledge receipt of a complaint within five business days.

The complaint will be reviewed by Dr. Deborah Sandella or by another qualified person designated by the RIM Institute.

If a complaint concerns Dr. Sandella or a matter in which she was directly involved, the complaint will be referred to another qualified reviewer designated by the RIM Institute. Dr. Sandella will not serve as the sole reviewer or decision-maker for that complaint.

The reviewer may request additional information from the complainant, presenter, Program Trainer, staff members, or other individuals with relevant knowledge of the matter.

Written Response

The RIM Institute will ordinarily provide a written response within 30 calendar days after receiving the complaint.

If additional time is required, the complainant will be notified of the reason for the delay and the anticipated response date.

Depending on the circumstances, the response may include:

- Clarification or additional information
- Correction of an administrative or attendance record
- Modification of program procedures or materials
- An opportunity to complete an eligible program requirement
- Staff, presenter, or trainer education
- A refund or credit when available under the applicable refund and cancellation policy
- Another corrective or preventive action considered appropriate

Although every complaint will be considered in good faith, submission of a complaint does not guarantee a particular outcome.

Fees Refunds and Cancellations

Program fees, participant cancellations, transfers, and refunds are governed by the refund and cancellation terms published for the applicable program and contained in the participant's signed agreement.

The complaint process does not automatically extend a cancellation deadline or create a right to a refund that is not otherwise available. However, the RIM Institute may correct an administrative error or provide another remedy when appropriate.

Request for Reconsideration

A complainant who believes that relevant information was not considered may submit a written request for reconsideration within 10 business days after receiving the initial decision.

The request should be emailed to drdeb@riminstitute.com and should explain the basis for reconsideration and include any additional supporting information.

Whenever practicable, the request will be reviewed by a person who did not make the initial decision. The RIM Institute will ordinarily provide a final written response within 20 business days after receiving the request.

Confidentiality

Complaint information will be handled as privately as reasonably possible and shared only with individuals who need the information to review, respond to, document, or report the matter.

Complete confidentiality cannot be guaranteed when disclosure is necessary to conduct a fair review, comply with applicable law or continuing education requirements, protect participant safety, or respond to the complaint.

This provision is separate from the participant confidentiality obligations concerning personal information shared by other participants during a RIM program.

Nonretaliation and Good Faith Reporting

The RIM Institute prohibits retaliation against anyone who submits a good-faith complaint or participates in a complaint review.

A truthful, good-faith complaint submitted to the RIM Institute, NBCC, a licensing or credentialing authority, or a government agency will not, by itself, be treated as disparagement or a violation of a participant's agreement.

Knowingly submitting materially false information is not protected by this provision.

Accessibility

Individuals who need assistance submitting a complaint or require the complaint process in an accessible format may email drdeb@riminstitute.com.

Records and Required Reporting

The RIM Institute will maintain records of complaints and their resolution in accordance with its record-retention procedures and applicable requirements.

External Complaints

Nothing in this policy prevents an individual from communicating with accrediting organizations, a professional licensing or credentialing authority, a consumer-protection agency, or another government authority. Participants are encouraged to first allow the RIM Institute an opportunity to address the concern when circumstances permit.

Contact

Questions about this policy may be directed to:

Dr. Deborah Sandella
Continuing Education Administrator
The RIM Institute
Email: drdeb@riminstitute.com