

Grievance Policy

Streamline is invested in the best possible user experience. We are also fully committed to conducting all training activities in accordance with the high standards of the American Psychological Association's Ethical Principles of Psychologists as well as the Specialty Guidelines for Forensic Psychology.

Streamline will comply with all legal and ethical responsibilities to produce high-quality and non-discriminatory training content and promotional materials. The treatment of program participants will also adhere to the utmost care and consideration in ensuring an inclusive and affirming environment. Monitoring and assessment to ensure compliance with these standards will be the responsibility of the Program Administrator, Sebastian Rilen, in consultation with members of the Streamline Advisory Committee.

Streamline works hard to meet or exceed expectations of program participants. We strive to develop procedures and courses that anticipate and avoid problems, though there may of course be occasions where Streamline must respond or intervene with a given issue. First and foremost, we stand by our courses with a 100% money back guarantee. No reason is required to secure your refund, though we would sure appreciate your feedback as continual improvement is a core value here.

We really hope you'll take the time to let us know about any complaints, concerns, or suggestions you may have for improvement. We truly believe your ideas are valuable in making the user experience better for everyone. So please do not hesitate to let us know if we swung and missed on something large or small. You can access both anonymous and general feedback/inquiry forms at the contact us page, [here](#).

All courses are continually evaluated through systematic review of the Course Feedback forms. Additionally, any courses that receive a feedback complaint will undergo a formal review. We'd love for this to be a

transparent process – if you want to know how we’re following up, let us know when you provide feedback!

The following procedural description offers a guideline for how Streamline will handle concerns, complaints, or grievances.

Streamline Forensics Complaint Policy and Procedures

1. Point of Contact:

Dr. Sebastian Rilen is the primary point of contact for receiving and responding to grievances/complaints/concerns. He can be contacted directly at: streamlineforensics@gmail.com or else you can use the feedback forms [here](#):

All refund requests must be submitted to Streamline directly, due to the need to process refunds within the Streamline platform.

1.a. Alternative Options for Contact

If individuals desire a one-way (anonymous) feedback process, that form can be found on the Contact page, [here](#). Please note that refund requests cannot be done anonymously but participants can request that Streamline not respond in any manner other than to confirm the processing of the refund.

Other than for refund requests, for any offerings of complaints, concerns, or feedback, if participants do not wish to contact Streamline directly they may utilize the following course of action:

Streamline Forensics maintains an external Advisory Board. Participants may contact the advisory board at:

advisory@streamlineforensics.com. The member monitoring that account will provide written commentary to Streamline absent identifying information, and will also receive and pass along the Streamline response.

2. Steps to Communicating Concerns:

To initiate the grievance process, any participant may email Streamline or else fill out the Grievance Form on the Contact page, and submit.

3. Procedures for Response:

Dr. Rilen will receive and review all emails/website forms within 3 days of receipt. In some cases, the response will be intuitive and rapid. For example, answering a question, or processing a refund. In those instances, Dr. Rilen will reply with the proposed response and then inquire if that resolved the customer concern, or if additional follow up is necessary.

In other instances, a more purposeful investigation will ensue. In those situations, Dr. Rilen will reply to the comment/email to indicate that an investigation has begun, and the estimated timeframe for resolution. If the investigation has not completed by the proposed timeline, Dr. Rilen will email again before the end of the estimated timeframe with an updated assessment of time until completion. When an investigation ensues, the first step will include Dr. Rilen's initial review. If it is a concern he identifies and agrees requires resolution, he will correct the concern independently. He will contact the complaining party with a description of the resolution, and invite further feedback if the party desires. In any instance in which Dr. Rilen does not agree with the feedback or is having difficulty understanding how or why to implement the suggested changes, he will utilize a contract psychologist. He will first inquire with the advisory board as to whether there is interest and availability to review

the complaint and offer written feedback for a proposed resolution. In the event that no advisory board members are available within the necessary timeframe, Dr. Rilen will post in a forensic-specific discussion online forum inquiring as to availability for a 1 hr contract for consultation and review. If the review requires longer than one hour, Dr. Rilen will review and authorize additional time as needed. Dr. Rilen will require a written response from the reviewing psychologist with a minimum of the following: 1. Whether the psychologist agrees with the feedback, and why or why not. 2. If agree, any proposed resolutions for Streamline to resolve the concern. Dr. Rilen will then follow up with the complaining party to notify as to the outcome of the investigation and the subsequent resolutions, and inquire as to any additional feedback if the complaining party wishes to provide it or request further changes.

If the feedback involves a complaint about Dr. Rilen's instruction – either style or content – the response will follow the same process as identified above. If Dr. Rilen agrees with the feedback he will immediately re-record or modify the content as appropriate. Otherwise, he will utilize the external consultant process to elicit an opinion regarding the complaint and potential resolution.

In any circumstance in which an external consultant is utilized, that consultant will be the final arbitrator with respect to the validity of the complaint and necessary resolution. If a participant does not agree with the conclusion and/or proposed resolution of the consultant and/or the action taken by Streamline, that individual can request an appeal of the decision. In that instance, Dr. Rilen will engage a second external consultant. If the second consultant agrees with the first consultant that conclusion will be considered binding and no further action will be taken.

In any event that a participant does not feel comfortable contacting Dr. Rilen directly, an alternative contact email will always be available as noted on this website. This contact person may change from time to time, but will always include someone on the Streamline Advisory Board who has explicitly agreed to serve in this mediation role. The job of this individual

would be to anonymize feedback prior to submission to Dr. Rilen, and to receive the written response from Streamline for provision to the complaining party.

4. Documentation

In the Streamline electronic file system, Dr. Rilen will record every complaint received on an Excel Sheet entitled "Complaints, Concerns, Grievances." The spreadsheet will include the following columns:

Date complaint received

Contact Information for Complaining Party (NOTE: this will be the Advisory Board Member's contact information, if a complaining party utilizes that method of feedback provision)

Nature of Complaint

Streamline Resolution

Date of Resolution

Until complaints are resolved, they will appear in "red" and once they are resolved, they will be colored white. This list will be kept indefinitely to ensure that complaints can be tracked and analyzed over time. If relevant, updated policies or procedures resulting from complaints/concerns will be added to the website. Streamline does not currently maintain an employee/contractor handbook but should one be developed, the grievance policy and resultant changes to policies following complaints will all be documented and updated within it.