

**Connecticut Music Therapy Services, LLC
P-0130
Updated Grievance Procedures**

III. Grievance Procedures

A. Individuals who participate in a CMTE course provided by Connecticut Music Therapy Services, LLC have the right to file a grievance.

B. Participants must provide written documentation of the complaint, outline the problem as perceived, and state the preferred solution. In the case of downloadable courses in which a participant has purchased and downloaded course materials, the grievance letter should also include course assignments which are at least 50% completed.

C. Mail the grievance letter to: Connecticut Music Therapy Services, LLC., 51 Depot St. Suite 214, Watertown, CT 06795.

D. Once the grievance letter is received, Jennifer Sokira will review the information and then respond in writing within 14 days of receipt of the grievance.

IV. Appeal Procedures

A. If you disagree with the resolution of the grievance, you have the right to appeal the decision.

B. State the reasons for your appeal in a letter and mail it to Connecticut Music Therapy Services.

C. The appeal will be reviewed and responded to in writing within 14 days of receipt.

D. If the grievance still is not resolved satisfactorily, you have the right to ask the CBMT Continuing Education Committee to address the unresolved grievance.