



Renew Counseling and Consulting, LLC

Complaints and Disputes Policy

Renew Counseling and Consulting, LLC will strive to prevent customer complaints or disputes of any kind by offering the most optimal services at each engagement or interaction.

However, in the event that these matters arise, these are the following guidelines related to complaints and disputes:

1. Formal complaints should be submitted to the main email at kmdaniel@renewllc.org.
2. The staff of Renew will be allowed a maximum of 48 hours to acknowledge and respond to the complaint.
3. Renew staff will attempt to resolve the matter in such a way that it will be agreeable to both parties.
4. Any resolution to disputes and complaints will be attempted, virtually, but if appropriate satisfaction is not reached, telephone or in-person dialogue may be required.
5. All efforts will be made to achieve a final resolution to any dispute or complaint within a week after a formal complaint is submitted.
6. Acts of God, natural disasters, and severe inclement weather will be taken into consideration if they are applicable and relevant to a complaint or dispute.
7. The staff of Renew is committed to fairness and integrity. These tenets will be upheld in the resolution of any complaints and disputes.