



Cancellation and Refund Policy

By registering for this class or event, you agree to the following terms:

Our venue has limited seating, and many of our events and classes sell out. For this reason, we request that you cancel at least seven (7) days before your scheduled class or event. This will allow us to offer your spot to another attendee. You may email us at ramona@tinnellylaw.com between the hours of 8:30am and 5:00pm to cancel.

Please note that third-party ticketing and/or processing fees are nonrefundable.

Cancellations made seven (7) days or more before the class or event date, will receive a full refund of the registration fees, less any third-party ticketing and/or processing fees. Cancellations made within three (3) to six (6) days of the class or event date will receive credit for a future class or event. Credit must be used within 90 days.

Cancellations made within 48 hours of the class or event date will forfeit any registration fees. You will not receive a refund or a transfer.

Consumer Complaint Policy

The Tinnelly Law Group, PC ("Firm") endeavors to be responsive to customers and to quickly and fairly address any concerns or complaints the customer may have. The Firm recognizes a customer's right to make a complaint about the conduct of the Firm's educational services, staff, or third-party vendors, where that customer's interests appear to have been adversely affected.

The purpose of this Consumer Complaint Policy is to protect the customer's rights, including the right to comment and complain; provide an efficient and fair process for resolving customer complaints; and to monitor complaints to improve the quality of educational services the Firm provides. This policy will provide the Firm an opportunity to provide service and satisfaction to dissatisfied customers; ensure a consistent method of management; monitoring, and reporting of complaints; and identify areas that need improvement.

Definitions

Complaint: An expression of dissatisfaction or concern regarding the educational services, operating procedures, staff, vendors, or complaint handling process made by a customer.

Complainant: The person making the complaint.

Customer: The person attending an event or class, receiving an educational service, or otherwise engaged in an educational business relationship with the Firm.

Complaint Process

The complaint should be made promptly and in writing, including means of electronic communication such as email. Prompt reporting will serve to enhance the Firm's ability to investigate effectively and preserve important evidence for future proceedings.

Correspondence should be addressed as follows:

Via Email: ramona@tinnellylaw.com

Via First Class Mail: Ramona Acosta, Tinnelly Law Group, 33332 Valle Road, Suite 100, San Juan Capistrano, CA 92675

Response to Complaints

The Firm will attempt to resolve the complaint within the first contact, when possible, and will respond to the customer's concerns within three (3) business days of the initial complaint. At the time of the first contact, the Firm will inform the customer if more time will be needed to investigate the complaint.

Timing

Each complaint is unique and important to the Firm. Therefore, it is impossible to provide a specific timeline for resolution of all complaints. However, the Firm will begin its review and investigation process within three (3) business days of receiving the complaint. Depending on the number of individuals involved and complexity, the investigation may take up to six weeks.

Confidentiality

Confidentiality is critical to help ensure all complaints are reviewed and investigated objectively and fairly to everyone involved. Please know that all complaints are important to the Firm; however, depending on the nature and complexity of the issue, it may take time to investigate. The Firm will keep the complainant apprised of developments subject to the laws of the State of California. In some circumstances, the Firm may not be able to share the resolution or specific actions taken by the Firm.

Anonymous Complaints

All complaints are reviewed and handled with care and concern for our customers and employees. If a complaint is reported anonymously, it will be reviewed to the extent possible. However, anonymous complaints may affect the Firm's ability to investigate and respond effectively.

No Retaliation

No one may be discouraged from notifying the Firm of any complaint. If you believe that you or anyone that has filed a complaint is receiving any type of negative treatment because of notifying the Firm of a complaint, please notify the Firm's Managing Partner immediately.

Conflicts of Interest

Complaints will only be shared with Firm individuals that need to know about the issue to appropriately and adequately review and investigate the concern. In the event the complaint involves an individual that would typically be involved or made aware of such a concern, the Firm will take all reasonable steps to avoid any conflicts of interest. The Firm has processes in place to allow alternate individuals to evaluate the concern when potential conflicts of interest arise. Complainants must advise of any potential conflicts of interest they believe may or actually exist.