

Emily Duffy Therapy

This document is to set out the terms and conditions for purchasing and joining a CPD course with Emily Duffy Therapy.

The Course:

My CPD courses are unlimited access, self paced, and wholly online. They are mostly written text based learning, but I do also include some video media, audio narratives, and links to further reading.

Unlimited Access -

Unlimited access means you will have access to this course so long as you choose to be a member, aren't removed for any reason, and so long as my website is up and running.

Peer Group -

A peer support group is attached to each CPD course and you will have access to this for as long as you are a member of the course, the website is up and running, or chose to be.

There are some group rules which I ask you to follow, if I do receive a complaint about any member of the group you may be removed depending on the outcome.

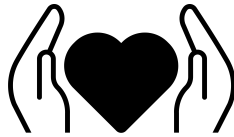
Certification -

An online certificate will be issued automatically once you have completed the course. This is based on your membership details so please check these are correct.

If you need to update your details and have the certificate reissued let me know on info@emilyduffytherapy.co.uk and I will do this within 3 working days (Mon-Fri).

How to leave -

If you would like to leave the group and course once you are done, you can do so by going to ["My Account"](#) , "My Programs", find the CPD course you're looking for, click the down arrow and then "Quit Program"



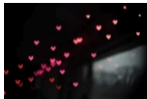
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Programs

Track the progress of your programs.

[Active](#) [Completed](#)



Exploring Non-Monogamy: A beginners guide

Price: £10.00
Duration: No Time Limit

[Quit Program](#)

[Completed](#) [View Program](#) ^

Complaints:

If you would like to make a complaint about any aspect of the CPD please get in touch with me via info@emilyduffytherapy.co.uk to raise an informal complaint in the first instance. I will endeavour to get back to you within 3 working days (Mon-Fri) with next steps or an outcome of the complaint.

If you are unhappy with the outcome of your informal complaint then you are able to request that your complaint be passed on to an ICR:

Independent Complaints Reviewer (ICR)

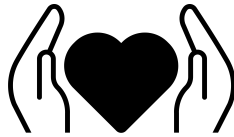
"An independent review process would be defined as the trainer allowing a student who was dissatisfied with their complaint to request a review by an independent person. An independent person would be defined as someone who was not otherwise directly associated with the trainer (not a tutor, employee or business owner) but whom the trainer could compensate for their duties".

This process will take a little longer depending on the availability of the ICR, but will endeavor to get an appeal decision within 14 working days.

Refunds:

If the course isn't what you were expecting then I am happy to issue a refund for you. You will need to contact info@emilyduffytherapy.co.uk within 14 days of purchasing the course and you can not have completed more than half of the course.

Once a refund has been accepted and issued, you will be removed from the course.



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Feedback:

Feedback is a part of the course so that I am able to improve the course as well as use any testimonials for marketing purposes - these will be anonymous where requested.

If you do not wish to give feedback then you can enter "N/A" into the response fields of the questionnaires.

If you would like to give additional feedback then please do so by emailing myself at info@emilyduffytherapy.co.uk