

# Lighthouse Mental Health Counseling Services, PLLC

Continuing Education Program · NYSED Approved Provider #MHC-0287  
108 South Franklin Avenue, Suite 3, Valley Stream, NY 11580 · (516) 303-9925 ·  
contact@lighthousecounselingny.com

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## Refund and Cancellation Policy

### Live courses (in person or online)

- Cancel 7 or more days before the course date: full refund.
- Cancel within 7 days of the course date: credit toward a future Lighthouse CE course, valid for 12 months.
- No-shows are not eligible for a refund or credit.

### Self-study courses

- Full refund within 7 days of purchase if you have not started the post-test.
- No refund once the post-test has been started or a certificate has been issued.

### If Lighthouse cancels or reschedules

- You may choose a full refund or transfer to the new date or another course.

To request a refund or credit, email [contact@lighthousecounselingny.com](mailto:contact@lighthousecounselingny.com) with your name and course title. Approved refunds are returned to the original payment method within 10 business days.

## Grievance Policy

Lighthouse is committed to fair treatment of every participant. If you have a concern about a course, an instructor, your certificate, or how a request was handled:

- **Submit in writing** to the CE Program Director at [contact@lighthousecounselingny.com](mailto:contact@lighthousecounselingny.com) or by mail to 108 South Franklin Avenue, Suite 3, Valley Stream, NY 11580, within 30 days of the course.
- **Acknowledgment** within 5 business days.
- **Review and written response** within 30 days, including any corrective action such as a refund, a course credit, or a corrected certificate.
- **Appeal** to the Clinical Director within 15 days of the response. The Clinical Director's decision is final.

All grievances and their resolutions are documented and kept with Lighthouse's CE program records. Participants may also contact the New York State Education Department, Office of the Professions, State Board for Mental Health Practitioners: 518-474-3817 ext. 450, [mhpbd@nysed.gov](mailto:mhpbd@nysed.gov).