



REFUND POLICY AND GRIEVANCE PROCEDURES

- If 5 Tool Sport LLC is notified in writing or by phone 14 or more working days prior to beginning of course a full refund, less a \$25 processing fee, will be provided.
- Course fees are non-refundable within 14 days of a course.
- 5 Tool Sport LLC reserves the right to cancel any class due to an unexpected event. If the course is canceled, students may choose either a complete refund or move to a future scheduled course.

Grievances are handled on an individual basis. Grievances involving the educational content are important and will be considered when planning future activities. All grievances should be directed, in writing, to Corbin Hedt, PT Executive Director of Operations. Responses to grievances will be provided within 30 days of receipt by 5 Tool Sport LLC.

Please fill out the following form and mail to:

5 Tool Sport LLC
700 Lavaca St.
#1401
Austin, TX 78701





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Appendix 1

To:
From:
Dept:
Date:
Immediate Superior:

Dear

I wish to take a formal grievance out against:

in line with the Company Grievance Procedure. The details of my grievance are shown below:

Yours sincerely,

(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)



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Appendix 2

To
From
Dept
Date
Immediate Superior

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely,

(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

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Appendix 3

To (Director):
From:
Dept:
Date:
Immediate Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Company Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely,

(Director should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)