

DNMS Institute, LLC

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Grievance Policy & Procedure

Please submit your grievance in writing, along with any relevant supporting documentation or evidence, so we can fully understand the parameters of your complaint. Include your phone number in case we need to call for clarification of details. Your grievance letter will be reviewed by a DNMS Institute team consisting of the president, Shirley Jean Schmidt, the executive director, Jurgen Schmidt, and our social worker consultant, Karen Gardner, LCSW. The team will discuss your complaint and respond in writing, within 30 days, with a remedy believed to be fair and appropriate. If you disagree with the fairness of the remedy, you're welcome to submit a follow-up letter, explaining why—providing any additional evidence necessary to express your point of view. Wherever possible, we use critical customer feedback to improve the quality of our webinars and the way they're delivered.