

**CLINICAL CARE POLICIES - ADMINISTRATION
REFUND POLICY
MASONIC CENTER FOR YOUTH AND FAMILIES
POLICY NUMBER: 14**
**Created: September 2010
Adopted: December 16, 2010
Revised: November 15, 2013**

STATEMENT OF POLICY

The purpose of this policy is to clearly state the Masonic Center for Youth and Families (MCYAF) process regarding issuing refunds.

PROCEDURE

The MCYAF will process requests for refunds in a diligent manner and will refund appropriate payments to clients on a timely basis. Requests for a refund shall be processed within ten (10) business days of a request. Typical grounds for issuing a refund shall include billing errors or refunds of amounts erroneously paid by the client after termination of services. A client's general dissatisfaction with services will not normally serve as grounds for a refund. Any continuing dispute about fees should be directed to the Executive Director/Administrator for resolution.

REFERENCE:

California Code of Regulations, title22, section 75331 (b)(2).