

**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).