



Jacksonville Sports Medicine Program (JSMP)

Grievance Policy

It is the intent of JSMP to resolve matters of dispute or grievances in a fair and prompt manner. These matters include complaints related to, but not limited to our educational programming and symposium to include registration, cancellation, refund requests, etc.

Grievance requests should be written and directed to the Executive Director or Program Developer within 30 days of the issue identified. It will be reviewed and a response issued within 30 days of receipt of such.