



DRINKING DRIVER PROGRAM CLIENT REFUND POLICY – DUI SERVICES

Policy

It is the policy of Gardner Family Health Network, Inc. doing business as Gardner Health Services to reimburse clients who have fully paid for their DUI program under the following circumstances:

1. They do not fully complete the program because they have been terminated from the program.
2. They request to transfer to another DUI program or they overpaid.

If the above criteria is met, Gardner Health Services will provide a refund for the remaining services/classes that have not been provided.

Procedure

1. Clients requesting a refund due to termination, transferring to another program or over payment must inform the program case manager who will then calculate the refund amount based on the amount of services already provided.
2. The refund request will be reviewed and approved by the Program Manager.
3. Once approved, the refund request will be forwarded to the Accounts Payable Department for processing. A check will be processed within 30 days of receiving the request and mailed to the client.