



Complaint Resolution Policy (as of January 10, 2025)

Lynx Association Management (A&A) DBA IWIRC

welcomes feedback from all participants on behalf of our clients to ensure equitable treatment of every person and to make every attempt to resolve grievances in a fair manner.

Any issues regarding a particular conference or course should be directed to Jenny Cudahy, our Program Director, at jcudahy@armstrongassoc.org. All grievances are kept confidential and all persons are treated with respect and kindness as the parties involved work to resolve the grievance. If the resolution is not satisfactory remains unresolved, it will be directed to the Executive Director, CC Schnapp, at ccschnapp@lynxamg.com. Individuals not satisfied with a resolution provided by Lynx have the option to appeal to the Board of Directors of the Lynx client that hosted the event.