



Confidentiality, Referrals and Reviews, and Reporting Problems

Confidentiality

All information about your child and your family is kept in strict confidence, unless you have given us permission to share your information with another person or with the general public. We will not give your name as a reference, for example, unless you have given us permission to do so.

Referrals and Reviews

Referrals

We love referrals! Not only does Avalon Admission greatly appreciate it when clients refer us to other potential clients, we take those referrals very seriously because they came from you—our client. Every client referred to Avalon Admission client is treated with the utmost care, courtesy, and expertise not only because that's who we are, but also because we know that your reputation means as much to you as ours does to us. Also, we would appreciate it if you could spread the word at your child's school possibly through the PTA/PTO, or through an administrator such as a college counselor or principal. Further, we are sometimes looking for marketing opportunities at schools and would appreciate it if you would let us know of such opportunities that might exist at your school.

Reviews

In this new, social media world, marketing messages can be confusing to those who are not familiar with the Company or the industry. Therefore, if you are happy with the services you are receiving at Avalon Admission, we would very much appreciate it if you would write an online review on Google and Trust Pilot. Not only will it help us with our business, but it will also verify that we have done our job to your satisfaction. If you need assistance with reviews, we would be happy to help. On occasion, we may send you a direct link through which you can send us a review. If you receive this request, we would appreciate it if you would take a moment to fill out that form.

Reporting Problems

While we do try your hardest to ensure excellent service and a flawless experience for your family, we do expect that a problem may arise every now and then. Please contact the administration directly with any complaints or concerns you may have. You have our assurance that we will deal with it in a serious and straightforward manner and try everything possible to alleviate your concerns and/or rectify the situation. If, for whatever reason, a tutoring session was not up to your expectation, we'd like to know that as well so that we can address the situation as quickly and effectively as possible.