



CUSTOMER AND LEARNER SUPPORT

Customer Complaint Resolution Process

Version 1.0 · Owner: Managing Member · Reviewed at least annually

This process sets out how Ser Alagthad Project Management Services LLC, trading as SA Project Management (“the company”), receives, reviews and resolves complaints from customers and learners. It applies when a learner or customer is dissatisfied with a **course, an instructor, the course materials, or the overall learning experience**, or raises a related concern about the company’s training, coaching or consulting services. It applies to every course the company delivers, open or in-house, live online or on site.

1. Submit a complaint

Email **sa@saprojectmanagement.com** with the subject “Customer complaint”. Include your name, contact details, the course or service, relevant dates, a description of the concern, any supporting information and the resolution you seek. Do not send passwords or payment card details.

Customers may also raise a concern with their instructor or their company contact. That person records the concern and forwards it for handling under this process. We offer reasonable assistance to anyone who needs help submitting a complaint. Please raise concerns promptly, preferably within 30 days of the course or service ending. Later complaints will also be considered.

2. Acknowledge and assign

We acknowledge receipt by email within **2 business days**, confirm our understanding of the concern, provide a complaint reference and name the person responsible for the review. We request any missing information and explain the next steps and the expected response date.

Business days are Monday to Friday, excluding public holidays observed by the company. Complaints are handled respectfully and without retaliation or disadvantage for raising a concern in good faith. Raising a concern never affects a learner’s record of completion.

3. Review the facts fairly

The assigned reviewer examines the relevant correspondence, course or service records, session recordings where they exist, end-of-course evaluations, published terms and other evidence. The customer and any person involved, including the instructor, have a reasonable opportunity to explain their position. The reviewer documents the facts, the findings and the reasons for the proposed outcome.

Access to the complaint is limited to the people who need the information to investigate, resolve or lawfully address it. A reviewer with a conflict of interest must step aside. Urgent concerns receive prompt attention and appropriate interim action where needed, such as a change of instructor for the remainder of a course.

4. Communicate the outcome

We aim to send a written outcome within **10 business days of receipt**. It explains the findings, the reasons, the proposed remedy or corrective action, who will carry it out and when, and how to request escalation. If more time is needed, we send an update by that target date explaining the delay and giving a revised response date and next update date.



5. Agree and carry out the resolution

Where appropriate, a resolution may include an explanation or apology, correction of an error, corrected or replacement materials, an additional session or further support from the instructor, a transfer to a later cohort, or another reasonable corrective action. Any credit or refund is considered under the applicable customer agreement, the published terms and relevant consumer rights; this process does not create a separate refund entitlement.

We confirm any agreed action in writing and track it to completion. The case record states whether the customer accepts the outcome. If the customer remains dissatisfied, we explain the escalation route and record the unresolved issues rather than assuming satisfaction.

6. Escalate for a further review

A customer who is dissatisfied with the outcome may email **sa@saprojectmanagement.com** with the subject “Complaint escalation – Managing Member”, quoting the complaint reference and explaining the points they wish reviewed.

The Managing Member oversees the escalation and arranges a review of the complaint, the evidence and the initial response. If they were involved in the matter or the original decision, or another conflict exists, a suitable reviewer who was not involved is assigned. If an external reviewer is needed, information is shared only as permitted and with any necessary consent.

We acknowledge the escalation within **2 business days** and aim to provide a reasoned written response within **10 business days** of receiving it. If more time is needed, we explain why and provide a revised response date and next update date. The response confirms any further action and the company’s final position. This internal process does not restrict any applicable contractual or statutory rights or any available external complaint routes.

Timelines at a glance. Acknowledge: 2 business days · Written outcome: 10 business days from receipt · Escalation acknowledged: 2 business days · Escalation response: 10 business days. Where a target cannot be met, the customer is told why and given a new date before the original one passes.

7. Keep records and improve the service

We maintain a secure complaint register recording the reference, dates, issue, assigned reviewer, correspondence, evidence, decisions, actions and closure status. Records are retained only as long as reasonably necessary for complaint handling, quality review and applicable legal or contractual requirements, then securely deleted or anonymised.

The Managing Member reviews complaint themes and corrective actions periodically to identify improvements to training, materials, instructor briefings, communications and service delivery. This process is reviewed at least annually and sooner when experience or requirements call for a change. It is published at saprojectmanagement.com/training/learner-support and will be included in the joining instructions for every course.

Approved and adopted by the Managing Member of Ser Alagthad Project Management Services LLC. A signed copy is held by the firm.