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Training Complaint Resolution Policy

- Complaints are made on the Course Evaluation Form
- These forms are read by the VP, client Services
- For complaints relating to the product being trained: a Help Desk case will be opened and will be handled by the Help Desk
 - Help Desk personnel will contact the client when the case has been resolved and implement the corrective action.
- For complaints about the instructor: The VP, Client Services will determine the action to be taken
- If necessary, the VP, Client Services will call the client where corrective actions can be discussed (e.g. refunds, subsequent training sessions, etc.)