



Customer Complaint Resolution Process - ANU Consulting LLC

At ANU Consulting LLC, we are committed to providing exceptional service and ensuring customer satisfaction throughout our PMP certification courses. We understand that concerns or issues may arise, and we have implemented a clear and effective complaint resolution process to address them promptly.

Complaint Submission:

Customers are encouraged to submit their complaints or inquiries through the "Contact Us" feature available on our website. The complaint should include the customer's full name, email address, contact number, and a detailed description of the issue.

Response Time:

Upon receiving a complaint or inquiry, ANU Consulting LLC will acknowledge receipt via email or phone within 72 hours, excluding weekends and public holidays.

Resolution Process:

1. **Assessment:** The complaint will be reviewed by the Customer Support Team to determine its nature and urgency.
2. **Investigation:** Relevant course instructors or administrative staff may be consulted to gather further information regarding the complaint.
3. **Resolution:** The Customer Support Team will formulate a resolution plan and communicate the proposed resolution to the customer via email or phone.

Follow-Up:

If the customer is not satisfied with the proposed resolution, they may request further review by contacting the Customer Support Team directly through the contact information provided in the response email.

Escalation:

In cases where a satisfactory resolution is not achieved, the complaint may be escalated to senior management for further review and intervention.

Feedback and Continuous Improvement:

ANU Consulting LLC values customer feedback and will use insights from complaints to improve our services and prevent future occurrences.