



# Complaints and Appeals

*At CERT Training we take pride in delivering responsive, flexible and effective training solutions. Your satisfaction is our priority.*

*If you have any issues, questions or suggestions, we want to know about them.*

## Experience an Issue?

- With your training?
- With your assessment?
- With your results?
- With our service?

## What to do?

1. Please advise your trainer or any member of the CERT Training team and they will be pleased to assist.
2. If the matter is not resolved to your satisfaction, don't hesitate to let one of our Customer Service Officers know and they will advise you about other ways we can assist to resolve the matter.

You can be confident every matter is treated seriously, confidentially and will be dealt with quickly.