



Customer Resolution Process (Solo LLC)

AlmeetsPM / Nabilities

Document Owner: Customer Experience & Quality Assurance

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1. Purpose and Scope

This document explains how AlmeetsPM / Nabilities, a single-owner training LLC, receives, investigates, and resolves complaints or issues from customers and learners. It applies to all classes (public/private), coaching, and related support.

2. Definitions

- **Complaint:** Any expression of dissatisfaction related to services, course delivery, assessments, materials, billing, conduct, or facilities.
- **Issue:** An operational or technical problem that affects access, learning, or the customer experience.
- **Severity:** The impact level used to set response and resolution targets (see Section 6).

3. Guiding Principles

- **Accessible:** Simple ways to contact me.
- **Timely:** Clear targets for acknowledgement, updates, and resolution.
- **Fair and transparent:** Objective review with clear communication on status and outcomes.
- **Confidential:** Customer data handled discreetly and securely.
- **Improve continuously:** Root causes addressed to prevent recurrence.

4. How to Submit a Complaint or Issue

- **Email:** Support@AlmeetsPM.com (preferred; monitored business days)
- **In-class:** Tell me (the instructor) during delivery so I can address it promptly
- **Post-class survey:** Note concerns for follow-up



Business hours: Monday–Friday, 9:00 AM–5:00 PM ET (excluding U.S. holidays)

5. Simple Process (What Happens Next)

- 1) Acknowledge and log: I acknowledge receipt (see SLAs) and log the issue with a case ID.
- 2) Understand: I confirm your concern and the impact; I may request details/screenshots.
- 3) Investigate: I review relevant records (e.g., enrollment, materials, communications).
- 4) Resolve: I propose a fix/workaround and, if needed, a preventive action.
- 5) Confirm: I confirm that the resolution works for you or clarify next steps.
- 6) Close: I summarize what was done and note any improvements.

6. Severity and Target Service Levels (SLAs)

Critical (S1): Safety/harassment concerns; complete service outage; data privacy/security incident.

- Acknowledgement: Within 4 business hours (during business hours)
- Target: Workaround within 1 business day; resolution within 3 business days

High (S2): Delivery at risk; major functionality issue; widespread impact on a class.

- Acknowledgement: Within 1 business day
- Target: Resolution within 5 business days

Standard (S3): Degraded experience; minor content or access discrepancy; general inquiries.

- Acknowledgement: Within 2 business days
- Target: Resolution within 10 business days

Note: Targets are goals; complex matters may require more time with proactive updates.

7. Investigation and Resolution

- Evidence: I consider any information reasonably relevant to understand and resolve the matter.



- Steps: Confirm facts, analyze cause, implement a fix/workaround, and add preventive measures when appropriate.

8. Communication Cadence

- Acknowledgement: As per SLAs with a case ID.
- Updates:
 - - S1: Every 4 business hours until stable; then daily until closure.
 - - S2: Daily.
 - - S3: Upon meaningful change, at least every 3 business days.
- Closure: Written summary of findings, actions taken, and your re-open window.

9. Escalation and Appeals (Solo Owner)

Escalation: You may request an immediate review by the Owner/Trainer if you believe the issue needs faster attention or broader consideration.

Appeals: If dissatisfied after closure, you may request a final review within 10 business days limited to (a) new material evidence not reasonably available earlier, or (b) a material procedural error that likely affected the outcome. I will provide a written determination within 5 business days of accepting the appeal. That determination is final unless required otherwise by law.

10. Special Handling

- Safety/Harassment/Discrimination: Treated as S1; addressed immediately with appropriate safeguards and alternatives (e.g., alternate session).
- Data Privacy/Security: Treated as S1; I will follow applicable breach notification laws.
- Accessibility/Accommodation: Prioritized accommodations coordinated promptly upon request.

11. Recordkeeping and Retention

- I log complaints/issues, related communications, and outcomes with timestamps and case IDs.
- Retention: Minimum of 3 years (or longer if required by contract or law).
- Access: Records are confidential and limited to the Owner/Trainer or an authorized third party if needed for compliance.



12. Privacy and Non-Retaliation

- I handle complaints confidentially and in line with applicable privacy regulations (e.g., GDPR/CCPA when applicable).
- Retaliation is prohibited against anyone raising a good-faith complaint or helping with an investigation.

13. Contact

- Primary Support: Support@AlmeetsPM.com

Appendix A: Simple Intake Template

- Your Name / Organization:
- Email / Phone / Preferred Contact:
- Course / Event / Date(s):
- Description of Complaint/Issue (steps, screenshots, files):
- Impact (scope, deadlines affected):
- Desired Outcome:
- Consent to Contact and Share with Relevant Support Resources (Y/N):