

## Alta Vista Consulting Feedback & Complaint Procedure

Alta Vista Consulting, LLC is committed to providing our customers with an excellent level of education and service. However, we realize that sometimes we get things wrong, or have opportunities to improve.

In the spirit of continual improvement, we always welcome your feedback on, or issues with our services so we can make appropriate corrections quickly and effectively. So please tell us.

To facilitate getting your feedback or learning about your issues, we have defined a Feedback and Complaint Procedure described below.

1. Please go to the Alta Vista Consulting, LLC website homepage at [www.avc-id.com](http://www.avc-id.com)
2. Scroll to the bottom of the website homepage to the Feedback & Complaint page
3. Complete the form as requested.
  - a. Your name & company name
  - b. Your contact info & preferred method of contact
  - c. A description of your feedback or issue
    - i. Please provide as much detail as possible so we can better resolve the issue
4. If you prefer to contact us via phone, please call the number in the contact information section at the bottom of the Alta Vista Consulting, LLC website homepage at [www.avc-id.com](http://www.avc-id.com)

What to expect when you submit your feedback or issue:

1. We will make every effort to resolve your issue quickly and effectively.
2. We will acknowledge receipt of your feedback or issue within 5 business days of receipt via your preferred method of contact.
3. We will give you our response to your feedback or issue within 10 business days from the date you notified us.
4. If for some reason you wish to appeal our response to your feedback or issue, please call the number in the contact information section at the bottom of the Alta Vista Consulting, LLC website homepage at [www.avc-id.com](http://www.avc-id.com) so we can discuss and resolve the issue.

Reviewed & Approved by: Bryan Butler – Partner / Lead Instructor

Reviewer's Signature: 

Review Date: 08/01/2020

Next Review Date: 07/15/2021