

## Prodevia Learning Issue Resolution Process

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Prodevia Learning understands that despite our best-efforts, some students may experience issues that require resolution. Our goal is to provide a meaningful and timely resolution to any issues that arise.

When a student has an issue to address, the Customer Resolution Issue Process provides the structure to document, communicate, and resolve the issue. Resolved issues are then addressed within Prodevia Learning for possible changes that may lead to operational improvements.

### **Step 1: Report the Issue to Prodevia Learning**

To ensure all issues are logged and recorded, Issues must be reported in writing via the Support Form located on the 'Contact/Help' page at <https://prodevia.com>.

### **Step 2: Acknowledgment of Receipt**

Upon submission of an Issue, the student will receive an immediate email acknowledgment that Prodevia Learning has received the issue to be resolved.

### **Step 3: Communication of Resolution**

Although many issues are resolved within 1 business day, all issues will be resolved within 5 business days of the submission of the Issue.

### **Step 4: Resolution Follow-up, as required**

Prodevia Learning will contact the Student to confirm the Issue has been resolved to the student's satisfaction.

### **Step 5: Issue Closure and Review**

After coordinating and reporting the resolution with the Student, the Issue will be closed and logged for operational improvements, as necessary, within Prodevia Learning.