

# Customer Resolution Document

## PM 4 Life, LLC Customer Resolution Document

### Introduction

At PM 4 Life, LLC, we are committed to providing exceptional project management services and ensuring the satisfaction of our customers. We understand that there may be occasions when our customers encounter issues or have complaints. This Customer Resolution Document outlines our communication and resolution paths for addressing customer complaints, as well as the follow-up and response processes we have in place to ensure that all concerns are handled promptly and effectively.

### 1. Customer Complaint Channels

#### 1.1. Direct Communication

Customers are encouraged to first attempt to resolve their issues directly with their designated instructor or point of contact within PM 4 Life, LLC. Clear and open communication is essential to resolving most problems efficiently.

#### 1.2. Customer Support

If you are unable to resolve your issues through direct communication or prefer an alternative channel, you may contact our Customer Support team via:

Email: [michael@pm4life.biz](mailto:michael@pm4life.biz)

Phone: 907-631-9153

Online Contact Form: [Contact | Pm 4 Life Llc](#)

#### 1.3. Formal Written Complaints

For formal written complaints, you may send your concerns via email to [michael@pm4life.biz](mailto:michael@pm4life.biz) or by mail to the following address:

### 2. Complaint Acknowledgment

#### 2.1. Receipt Confirmation

Upon receiving a customer complaint, PM 4 Life, LLC will acknowledge receipt within [24 hours for email complaints] or [3 business days for mailed complaints]. The acknowledgment will include a reference number for tracking purposes.

### 3. Investigation and Resolution

#### 3.1. Initial Assessment

We will initiate an investigation into your complaint. Depending on the nature and complexity of the issue, this process may involve collaboration with the instructors or relevant team members.

#### 3.2. Resolution Plan

After a thorough assessment, a resolution plan will be developed. This plan will include details of the proposed solution and an estimated timeframe for resolution.

#### 3.3. Communication

We will communicate the resolution plan to you through your preferred contact method (email, phone, or mail). We will also provide a point of contact for any further inquiries or updates.

### 4. Follow-Up and Response

#### 4.1. Resolution Implementation

PM 4 Life, LLC will implement this resolution plan as communicated to you the customer.

#### 4.2. Customer Follow-Up

Following the resolution's implementation, the Customer Support team will reach out to confirm if the issue has been resolved to their satisfaction and if any further assistance is needed.

#### 4.3. Escalation

If you are not satisfied with the resolution or believe that your complaint was not adequately addressed, you may request escalation. In such cases, the complaint will be reviewed by higher management for further action.

### Conclusion

PM 4 Life, LLC values its customers and feedback. We are committed to providing timely and effective resolutions to any concerns or complaints that may arise. This Customer Resolution Document serves as our commitment to maintaining open lines of communication and ensuring that our customers' needs are met.

If you have any questions or require assistance, please do not hesitate to contact our Customer Support team at [michael@pm4life.biz](mailto:michael@pm4life.biz) or 907-631-9153. We appreciate your trust in PM 4 Life, LLC and look forward to continually improving our services based on your feedback.