SwiftAction Governance & Integrity Summary

Complaints and Appeals

- Concerns may be submitted via Admin@solaristechinc.com or the website contact form.
- Include name, company (if applicable), course title, and supporting details.
- Acknowledgement within 2 business days.
- Initial review within 5 business days.
- Resolution typically within 10 business days.
- Assessment appeals are reviewed independently.

Certificate Integrity & Revocation

- Certificates confirm successful completion of course requirements.
- May be suspended or revoked for fraud, impersonation, misrepresentation, or policy violations.
- Digital records maintained for audit traceability.
- Verification inquiries: Admin@solaristechinc.com

Accessibility Commitment

- Structured, readable course layouts.
- Compatibility with modern browsers and devices.
- Reasonable accommodations provided when feasible.
- Accessibility inquiries: Admin@solaristechinc.com

Content Update Policy

- Courses reviewed for regulatory updates and industry best practices.
- Minor updates implemented without formal notice.
- Material updates trigger learner notification.
- Version history retained for governance traceability.