

How to Respond When a User Incorrectly Completes a Survey

When to use: When a Rater or Learner emails or calls to tell you that they completed a survey incorrectly, thinking the survey was for someone else, and wants you to delete it so that they can do it again.

Please contact a member of the TRACOM Client Relations team by email or phone by dialing 800-221-2321 (within the US) or 303-470-4900 for assistance with this issue.