

# COMPLAINTS HANDLING POLICY



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## **Submitting a Complaint**

In case of dissatisfaction, Clients can submit a complaint to the Company, via email to [complaints@emerlando.com](mailto:complaints@emerlando.com).

Once the Company receives a complaint will review and investigate the matter of dissatisfaction.

## **Acknowledging of a Complaint**

The Company shall acknowledge receipt of your complaint within a period of seven (7) business days from receiving the complaint.

## **Handling of a Complaint**

As soon as the Company acknowledges receipt of a complaint this will be reviewed and investigated. The Company's aim is to resolve any complaints in a fair and prominent manner and provide the Client with an outcome within a period of thirty (30) business days, from the date the complaint was received. During the investigation process the Company may contact the Client directly to obtain, where needed, further clarifications and information relating to the complaint. The Client's full cooperation is highly required in order to expedite the investigation and possible resolution of the complaint.

In order to investigate and resolve the complaint, the Company may require additional time. In this case the Company will contact the Client explaining the reason of the delay and advise on the new deadline for resolving the complaint, which will not exceed a period of twenty (2) business days from the date the Company informed the Client about the causes of the delay, depending on the complexity of the case and the Clients cooperation.

The Company shall consider the complaint as closed and cease the relevant investigation in case the Client fails to cooperate with the investigation for a period of thirty (30) business days from the date of the submission of the complaint.

## **Resolution of a Complaint**

Once the investigation is completed, the Company will decide on the complaint and notify the Client of the outcome. If the complaint is upheld, appropriate actions be taken to rectify the issue and prevent similar occurrences in the future. If the complaint is not upheld, the Company will provide reasons for its decision. The Client's right to take legal action remains unaffected by the existence or use of any complaint's procedures referred to above.