

# **COMPLAINTS HANDLING POLICY**

Atremo Digital FZE

# Complaint Procedure

At Atremo Digital Limited, we are committed to providing our customers with the best possible service. However, we understand that there may be times when you are not completely satisfied with our service and wish to make a complaint.

We take any complaint seriously. All complaints are thoroughly investigated and we aim to rectify them within a reasonable time frame, and reported to the Complaints Officer. We log all complaints in a Complaints' Register.

To ensure that your complaint is handled quickly and efficiently, we have put in place the following complaint procedure:

## Step 1: Contact Us

If you have a complaint, please contact us as soon as possible using one of the following methods:

Email: [support@atremo.digital](mailto:support@atremo.digital)

Please provide as much detail as possible regarding your complaint, including your name, contact information, and any relevant order or account information.

## Step 2: Complaint Handling

Once we receive your complaint, we will acknowledge it within 2 (Two) working days. We will then investigate your complaint and aim to provide you with a resolution within 4 (four) weeks.

If we are unable to provide a resolution within this timeframe, we will keep you informed of our progress and provide you with regular updates. We may also contact you to request additional information if necessary.

### Step 3: Escalation

If you are not satisfied with the resolution provided, you may request that your complaint be escalated to a senior member of our team. The senior member will review your complaint and provide you with a final response within 4 (four) weeks.

We take all complaints seriously and will strive to resolve your complaint as quickly and efficiently as possible.

Thank you for choosing Atremo Digital Limited.