

COMPLAINTS MANAGEMENT POLICY

Purpose and Objective

The mosthelp.net aims to improve continuously the services provided to its clients. Effective complaints management is fundamental to the provision of quality services and provides a platform for obtaining feedback from its clients with the purpose of resolving disputes and reforming policies and procedures.

For this purpose, we has developed and established a Complaints Policy, which is to provide guidance on the way in which the Company receives and manages complaints. The application of this policy will ensure that complaints received we deal with fairly, promptly and in an efficient and confidential manner.

Policy Statement

The mosthelp.net through this policy is committed to manage effectively complaints promptly and fairly, ensuring that:

- Your complaints we will be investigate in depth, and we will handle it in an efficient and effective manner and you will be treated courteously.
- We will not charge you for making a complaint.
- Our Complaints Management Policy will always be available on our website
- We will always observe privacy and confidentiality of any personal data, in line with the European Union directives as it is published in our Privacy Policy.
- We will record and analyse complaints on a regular basis for the identification and rectification of erroneous procedures and practices as well as for the avoidance of recurring omissions.

Review of the Complaints Management Policy

The complaints management system included in this Policy and internal procedures will be reviewed periodically (at least annually) aiming to enhance the transparency, efficiency and the greatest possible satisfaction of the clients of mosthelp.net.

Complaints Procedure/Lodging a Complaint

Who can file a complaint?

A client of the website can submit any complaint.

First point of contact

Should you worry about any aspect of the services we offer, your first point of contact should be to let us know about your complaint in e-mail: info@ujmedia.eu.

We expect from you:

- To indicate information about yourself
- To describe your complaint clearly and accurately
- To be specific with respect to the reasons for which you are writing a complaint
- To mention your expectations clearly, in regards to the resolution of the issue

Response timeframes in complaints handling

- Acknowledgement of your complaint within 2 working days of receipt.
- Your complaint will be addressed within 15 working days. A relevant response will be sent immediately.
- On rare occasions where more time is required for the proper and detailed investigation of your complaint, an extension period will be requested in writing. In our letter, besides any additional information that we may request, we will inform you of our actions taken so far and any further actions required for the completion of the investigation.
- Our aim is to ensure that you receive our final response within 10 working days from the time of the extension notification or the receipt of any extra information requested from you.

5. Status update request

Should you wish to request an update at any stage of the complaint investigation, you can do so by contacting us.