

Complaints Handling Procedure



Complaints Process

Submitting a Complaint

Clients who are dissatisfied with any aspect of the Company's service may submit their complaint by email to complaints@savexa.com

Upon receipt, the Company will thoroughly review and investigate the matter.

Acknowledgment of a Complaint

The Company will confirm receipt of the complaint within seven (7) business days of receiving it.

Complaint Investigation

After acknowledging the complaint, the Company will begin the review and investigation process. Our goal is to address and resolve complaints fairly and promptly, with a resolution typically provided within six (6) weeks from the acknowledgement of the Complaint. During this period, the Company may reach out to the Client for additional information or clarification. The Client's full cooperation is essential to ensure a swift and effective investigation.

If additional time is necessary to fully resolve the complaint, the Company will inform the Client, explaining the reason for the delay and providing a new resolution timeline. The extension will not exceed thirty (30) business days from the date the Client is notified about the delay, depending on the complexity of the case and the Client's involvement.

If the Client does not provide the required cooperation for six (6) weeks after the complaint is submitted, the Company will consider the complaint closed and discontinue the investigation.

Resolution of a Complaint

Once the investigation is completed, the Company will inform the Client of the decision. If the complaint is upheld, the Company will take appropriate actions to resolve the issue and prevent future occurrences. If the complaint is not upheld, the Company will explain the reasoning behind the decision. The Client's right to pursue legal action remains unaffected by the use of this complaints process.