



Complaints Handling Procedure



Savexa

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

Once the Company has acknowledged receipt of the complaint, it will assess and investigate the matter in detail. The Company is committed to handling complaints fairly, efficiently, and in a timely manner and will aim to provide the Client with a final response within thirty (30) days of receipt of the complaint. Throughout the process, the Company will keep the Client informed of the progress of the investigation and may contact the Client by email or phone if additional information or clarification is required.

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.