

COMPLAINTS POLICY

mindstrengthforbusiness.com Ltd

Our Complaints Policy

Our company is committed to providing high-quality services and ensuring customer satisfaction.

We value feedback and consider complaints as an opportunity to improve our services.

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction by a customer regarding our services.

Complaint Handling Process

a. Complaint Submission

Customers can submit their complaints in writing via email at info@mindstrengthforbusiness.com

Complaints should include the customer's name, contact information, details of the complaint, and any supporting documentation.

b. Complaint Acknowledgment

Upon receiving a complaint, we will acknowledge it within 5 business days.

The acknowledgment will include the name of the person handling the complaint and an estimated timeframe for resolution.

c. Investigation and Resolution

We will thoroughly investigate the complaint, considering all relevant information and speaking with any involved parties.

The complaint will be handled by a designated staff member who is impartial and has the necessary authority to resolve the issue.

We aim to resolve complaints within three weeks. If additional time is required, we will inform the customer of the delay and provide regular updates on the progress.

d. Communication

We will maintain open and transparent communication with the customer throughout the complaint resolution process.

We will provide updates on the status of the complaint and inform the customer of any actions taken to address their concerns.

e. Resolution Options

We will strive to find a fair and reasonable resolution to the complaint, which may include offering a refund, rescheduling programmes, or providing additional support.

If a resolution cannot be reached, we will explain our position to the customer and provide information on any available escalation procedures.

Confidentiality

We will treat all complaints and related information with strict confidentiality, sharing them only with individuals directly involved in the complaint resolution process.

Continuous Improvement

We will use the feedback received from complaints to identify areas for improvement in our services and take appropriate actions to prevent similar issues in the future.

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