



JADEKAM

Customer Complaints and Resolution Policy

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JADEKAM

Jadekam Company Limited

Credit Policy

August 8, 2023



1. Objective

Jadekam Company Limited is dedicated to delivering exceptional customer service. Our goal is to uphold and enhance our reputation by continuously improving our products, services, and customer experience. We highly value customer complaints as they provide insights that aid in refining our offerings. We attribute our growth and efficiency to the invaluable feedback of our customers, which has consistently driven the enhancement of our service delivery.

A complaint signifies a customer's discontent with our products, services, or actions. Jadekam Company Limited is committed to promptly addressing customer concerns, demonstrating responsiveness to their needs, and resolving complaints in a timely manner.

2. Policy

This policy outlines the process by which Jadekam Company Limited receives, addresses, and manages customer complaints. We are committed to treating all complaints with fairness, consistency, and impartiality.

This policy aims to achieve the following:

- Ensure customers are informed about our complaint submission and resolution procedures.
- Foster understanding among customers, employees, and stakeholders about the complaint handling process.
- Conduct thorough and balanced investigations into customer complaints.
- Safeguard customer privacy during the complaint resolution process.
- Evaluate complaints on individual merits, considering unique circumstances and needs.

3. Submitting Complaints

Customers dissatisfied with our services are encouraged to submit complaints through our designated complaint portal on our website (<https://www.jadekam.com/complaint-handling>). If a verbal complaint is received and deemed appropriate, customers may be requested to submit the complaint in writing via email to info@jadekam.com.



4. Required Information

To effectively address and resolve customer complaints, we rely on information provided by the customer as well as any pre-existing data. We may reach out to customers for clarification or additional details to facilitate a thorough investigation and efficient resolution.

Required information includes:

- Customer's name
- Email address
- Contact number
- Nature of the complaint

5. Recording Complaints

Upon receipt of a complaint, we will record the complainant's contact details, along with all pertinent details of the complaint, including facts, causes, outcomes, and actions taken. All communication and actions related to the complaint will be logged, and follow-up notifications will be sent to the customer's email.

Complaint trends are monitored by Management, leading to proactive actions to address identified issues. Customer feedback forms are sent after complaint resolution to aid process assessment.

6. Customer Feedback

Our commitment is to resolve customer issues during the initial interaction. Verbal complaints made during discussions with a representative will be logged internally, and customers will receive an email acknowledging their feedback. In cases where written complaints are required, customers will be directed to our website or email.

Acknowledgment of receipt of a customer complaint will be sent within two (2) business days. Upon receiving a complaint, an initial review will be conducted.

7. Complaint Resolution Process



- **Acknowledge:** Receipt of a complaint will be acknowledged within two (2) business days.
- **Review:** An initial review will identify necessary information or documentation for a comprehensive investigation.
- **Investigate:** Within five (5) business days, a thorough, impartial investigation will take place using provided information, previous interactions, and available data.
- **Respond:** Findings and actions taken will be communicated to the customer after the investigation.
- **Action:** Appropriate amendments to business practices or policies will be made if needed.
- **Record:** Complaints will be logged for continuous improvement, adhering to privacy legislation.

8. Employee-Related Complaints

In cases of employee-related complaints, confidentiality, impartiality, and equal treatment will be maintained. Thorough investigations will be conducted, including speaking with relevant individuals and verifying information.

Employees will be:

- Informed of complaints about their performance
- Given the opportunity to explain
- Provided appropriate support
- Updated on investigation progress and outcomes

9. Roles and Responsibilities

- **Risk and Compliance Officer:** Oversee complaints, audit the Complaints Portal, assess reputational risks, and ensure compliance with regulations.
- **Chief Executive Officer (CEO):** Investigate complaints, propose solutions, implement preventive measures, uphold complaint management process, and oversee staff training.
- **All Employees:** Possess adequate knowledge of the Complaint Management System to assist complainants and escalate unresolved issues.

This Customer Complaint Resolution Policy and Procedure emphasizes clarity, conciseness, and a customer-centric approach, aligning with regulatory standards for complaint management.



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