

Complaints Policy and Procedure

Effective Date: 01/01/2024

Reviewed: 01/01/2025

Next Review Due: 01/01/2026

1. Purpose

This policy outlines how Exclusive Link handles complaints submitted by customers, users, or stakeholders. Our goal is to ensure all complaints are dealt with in a fair, timely, and transparent manner.

2. Scope

This policy applies to all complaints made by customers, users, or visitors relating to the services, products, or experiences associated with our website.

3. Commitment

Exclusive Link is committed to:

- Listening to feedback and taking all complaints seriously.
 - Resolving complaints quickly and fairly wherever possible.
 - Learning from complaints to improve our services.
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4. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction with a service, product, policy, or employee/representative of Exclusive Link, where a response or resolution is explicitly or implicitly expected.

5. How to Make a Complaint

Complaints can be submitted via the following channels:

- **Email:** info@exclusive-link.com
- **Live Chat:** Available on our website during business hours.



To help us investigate your complaint quickly and effectively, please provide:

- Add complaint into the subject title of your email or chat message.
 - Your full name and contact details.
 - Details of the issue, including relevant dates, order numbers, or usernames.
 - Any supporting documentation (e.g., screenshots or receipts).
 - The outcome you are seeking.
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6. Complaint Handling Procedure

Step 1: Acknowledgment

We will acknowledge receipt of your complaint within **3 business days** of receiving it.

Step 2: Investigation

We will investigate your complaint thoroughly. This may involve reviewing your account, transaction history, and speaking with any relevant personnel.

Step 3: Response

You will receive a response within **10 business days**. If the complaint is complex or requires more time, we will inform you of the delay and provide a revised timeline.

Step 4: Resolution

We aim to resolve all complaints to the satisfaction of the complainant. Resolutions may include:

- Apology
 - Refund or credit
 - Replacement or re-performance of a service
 - Change in procedures or policies
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7. Escalation

If you are not satisfied with the outcome, you may request a review of the complaint by a senior member of the management team. Please indicate your desire for escalation in writing.



8. Record Keeping

All complaints will be recorded and maintained for a minimum of **12 months**, including:

- The nature of the complaint
 - Steps taken to resolve the issue
 - Final outcome
 - Any follow-up actions
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9. Continuous Improvement

We review complaints regularly to identify trends, recurring issues, and areas for improvement. This forms part of our commitment to improving customer satisfaction and service quality.

10. Confidentiality

All complaints will be handled in accordance with our **Privacy Policy**, and your personal data will be treated confidentially.

11. Contact Us

If you have any questions about this policy or wish to make a complaint, please contact:

Customer Service Team

Email: info@exclusive-link.com

Website: www.exclusive-link.com

