



We take customer complaints extremely seriously and are committed to resolving issues quickly and efficiently.

Our complaints procedure ensures that:

- All customers understand their rights and how to make a complaint
- Provide full transparency to customers by making this document available on our website and upon request
- There is a free of charge clear easy and quick dispute process
- Provision of an Alternative Dispute Resolution if required at no costs, reducing the need for any legal actions on either side
- We adopt a consistent improvement approach to reduce customer issues through a robust process
- We continue to build trust and confidence with our customers