

Complaints Procedure

By [submitting a complaint or grievance](#), you agree to submit to the below procedures.

1. You agree to submit a completed Complaints Form using the link above and to provide us with the full details of your grievances or complaint.
2. Once you have submitted a Complaint Form, we shall immediately open an investigation and we aim to respond to your complaint within 48 working hours (or 2 working days) by one of our senior management members to contact you by telephone to discuss your grievance.
3. If you have submitted a Complaint Form and it has been acknowledged, there is no need to submit any further Complaint Forms on the same subject matter as this may delay resolution of the complaint.
4. We treat every complaint very seriously and you shall be afforded our utmost attention at all times. You shall be provided a contact person and contact number of the senior manager who shall be handling your complaint.
5. We aim to resolve any disputes as swiftly as possible and to the mutual satisfaction of both (and all) parties concerned.
6. We may ask you to provide further information as may be required including the submission of documents if applicable and this may involve several items of correspondence via the email address you have provided on your Complaint Form submission.
7. You agree not to make your grievances public nor make any negative statements or post on social media your complaints.
8. You acknowledge the terms of any contract or written mandate that you are held under and agree to abide those terms and conditions as therein stated.
9. You agree to allow us a period of up to 28 days from the opening of the complaint file to investigate your complaint and revert back to you with applicable and suitable remedies for satisfaction of your grievances (if any).
10. Any complaints relating to one file shall not affect any other files (or transactions) currently being processed that are not directly connected to the subject matter of the complaint.
11. When submitting a Complaint Form, you do so honestly and provide true, current and accurate information.
12. You allow us and provide us your permission to investigate your complaint thoroughly.
13. Any information provided under your complaint file shall remain strictly confidential at all times.
14. Submission of a Complaint Form does not affect your consumer rights under Swiss Law.
15. You agree to submit to the above procedures and warranties. Any breach of these procedures may hinder the ability for us to seek a mutual resolution to your complaint.