

COMPLAINTS POLICY

We appreciate that despite our commitment to providing our clients with quality services, our clients may not be satisfied with the way that their matters have been handled. We also recognise that complaints and feedback provide an opportunity for our firm to review the quality of our services and operations to make enhancements over time.

Informal Resolution

If you believe you have concerns, problems with, or complaints about, the service provided to you, the way the service has been provided/delivered and/or the amount you have been charged please contact the personnel dealing with the matter. Alternatively, you may refer your concerns/complaints to our administrative team in the first instance. Please see below on the best way to reach our team members. If you are unable to reach a satisfactory resolution, you may wish to exercise our formal complaints process set out below.

Key to contacting us:

- If you know the name of the contact person handling your matter you may use the following format to identify and locate their email address:
 - Firstname.lastname@scalaxip.com
- Alternatively, you may contact us at admin@scalaxip.com or support@scalaxip.com where your complaints/feedback will be handled by senior management.

Formal Process

Please write to our Operation Coordinator (details available on request), setting out the details of your complaint. These details must include the acts or omissions about which you wish to complain, and we request that you make any complaints aware to us within no more than six (06) months of such acts or omission. We reserve the right to decline investigations into complaints raised after this period.

Our team will normally acknowledge each complaint within three working days of receipt. Following which your complaint will be reviewed with the personal handling/assigned to the matter, consider relevant records, and investigate further as may be necessary. We may also ask to meet with or speak to you during our investigation to discuss the details of the complaints. Our team will aim to update you within 2-3 weeks with details of our investigations and potential solution, you may wish to discuss the details of our findings or we can supply you with a formal reply to your complaint, within 2-3 weeks.