

- **Waystone Administration Solutions (Lux) SA.**

## Client Complaints Procedure

At Waystone each of our customers is important to us, and we believe you have the right to a fair, swift, and courteous service at all times. We apologise that you feel there is cause for complaint. We promise that your complaint will be dealt with in a prompt, fair and just manner. The following explains how your complaint will be handled by Waystone and the communications and responses you can expect to receive.

### How do I file a complaint?

In the event that you wish to file a complaint, please send an email to the following email address:

[WAS\\_LUX\\_Complaints@waystone.com](mailto:WAS_LUX_Complaints@waystone.com)

In order to assist us in investigating your complaint in as thorough and efficient a manner as possible we request that you provide as much information as you can in your initial email regarding the complaint. Please also provide your full contact details to ensure we will be able to update you on the progress of your complaint.

#### 1. Acknowledge

We will acknowledge that your complaint has been received and is being considered within two (2) business days of receipt. This acknowledgement will provide you with details of the member of staff who is dealing with your complaint and their contact details.

#### 2. Investigate

We will investigate your complaint in a prompt, fair and just manner.

#### 3. Response

Feedback will be provided throughout the duration of the investigation. A final response will confirm, if relevant, any actions that have been taken or are being proposed to resolve your complaint.