

1.0 INTRODUCTION

Tafaseel is committed to providing its valued customers with exceptional customer service.

There may, however, be situations that arise from time to time where you may feel you've been dealt with unfairly. Whatever be the nature of your concern, we'll treat it professionally, openly, and courteously. As a valued customer, this is what you expect, and deserve.

We ensure that complaints are handled impartially, fairly, justly, confidentially and with the appropriate sensitivity.

If you have a complaint about this company, its products or services, our Complaint Handling Policy will ensure your complaint is addressed quickly and fairly.

2.0 COMPLAINT PROCESS

Step 1: If you have any concern, you can first speak directly with the staff member/s you have been dealing with. Open dialogue resolves most issues. Our experience shows that most concerns are dealt with at this level.

Step 2: If the staff member/s is/are unable to assist you, ask to whom you can escalate your complaint. Depending on the concern, you will be referred to a Management Representative who will review your complaint with a fresh set of eyes. If the appropriate person is not available, our management representative will forward a message to the individual. You will be contacted within one to three business days.

Step 3: If the above escalation of your complaint does not resolve your concerns, you are welcome to contact our Customer Support. Please submit your complaint in writing with all supporting documentation.

The Customer Support will respond as soon as is reasonably possible by acknowledging receipt of the complaint, requesting any necessary documentation and advising you once an investigation is underway. The Customer Support will thoroughly investigate your complaint. Company commits to respond to all formal complaints within 15 days of receipt by the Customer Support unless additional documentation is required. If additional documentation is required, Company will respond within 15 days of receiving all required documentation. A response with Company's final position will be provided to you in writing.

If you are not satisfied with the final decision of the Customer Support and wish to pursue your complaint further, there is an independent industry mediator that you may contact. The contact details of the mediator will be provided in the final written response from the Customer Support.

3.0 CONTACTING THE CUSTOMER SUPPORT

By mail: Tafaseel Group Holding, DIFC

By Phone: 600599996

Email: info@tafaseel.ae

4.0 QUESTIONS

If you have any questions about our Complaint Handling Policy or how to file a complaint, please contact our customer support at 600599996.