

## COMPLAINT POLICY OF RemoteGem

There may be times where RemoteGem does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to improve the services we deliver.

RemoteGem has a structured approach to resolving complaints.

### 1. Send Complaint

If you are dissatisfied with a product or service provided by us, you can lodge a complaint with us.

A valid complaint may relate to any of the following grounds:

- a) product or service quality not meeting advertised specifications;
- b) delivery delays exceeding 14 business days;
- c) billing discrepancies or unexpected charges;
- d) customer service issues during previous resolution attempts or;
- e) breach of consumer guarantees under British Consumer Law.

Please include in your complaint the following details:

- a) your name and contact details;
- b) the nature of the complaint;
- c) details of any steps you have already undertaken to resolve the complaint;
- d) details of conversations you may have had with us that may be relevant to your complaint and;
- e) copies of any documentation which may be relevant;



- f) confirmation that you understand your personal information and documentation will be handled in accordance with UK data protection legislation and be managed securely. If you'd like to know more, see our [privacy notice](#) and [data retention policy](#).

Please send your complaint to [enquiries@remotegem.co.uk](mailto:enquiries@remotegem.co.uk)

## 2. Evaluation

We will take note of what information you provide to us. This information will be passed on to the appropriate department of RemoteGem to deal with the complaint.

We are committed to resolving your complaint within a timely manner.

We aim to acknowledge your complaint within 5 business days and provide a full resolution within 20 business days of receiving your complaint.

## 3. Response

We will keep in touch with you during the process. If you require support, please email [enquiries@remotegem.co.uk](mailto:enquiries@remotegem.co.uk). Once we have finalised your complaint, we will advise you of our findings and any action we have taken.

## 4. Escalation Process

If you are not satisfied with our initial response, you may escalate your complaint. If the matter remains unresolved after one calendar month, you have the right to contact Trading Standards (<https://www.tradingstandards.uk/>) for independent mediation.