

Complaints Policy

Introduction:

Succinct is dedicated to providing excellent customer service and maintaining a healthy relationship with its subscribers. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

Subscribers have the right to make a complaint to us. This document outlines our policy and procedures for the handling of written and verbal complaints.

Summary:

We aim to resolve your complaints as soon as possible. Please call our customer service team (+44 207 183 0150), email us at subscriber@succinct.info or chat with us via our website www.succinct.info and we will do our best to solve any issues you may be experiencing.

Our Responsibilities:

- To provide you with an efficient, structured, and fair procedure for handling complaints.
- To provide you with access to the complaints handling process.
- To maintain you informed of the progress of your complaint and provide an expected timeframe for resolution.
- To review our policy in a quarterly basis to ensure it is up to date to help improve our customer service.

Managing Your Complaint:

- We will acknowledge your complaint via email or chat within two business days.
- If the matter is urgent, we will prioritise your complaint and attempt to resolve it immediately. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress, proposed actions, and the expected resolution timeframe.
- Our goal is to resolve complaints in a timely manner, and we will generally resolve them within 30 calendar days.
- Complex complaints may take longer than 30 days to resolve in which case we will regularly update you on the progress. In these cases, we will explain why your complaint is complex.
- We will inform you of the outcome of your complaint once we have a proposed solution, and we will only close the case when you confirm that the issue has been resolved.

Taking Further Action:

- If Succinct's response and resolution is unsatisfactory, you have expressed the Company of your discontent and we still do not provide you with an acceptable solution, you have the right to present your complaint to the UK trade ombudsman ICO (Information Commissioner's Office), an independent body that will deal with the dispute.
- Contact the ICO at <https://ico.org.uk/global/contact-us/>, Phone: (+44) 303.123.1113
- ICO Address: Wycliffe House. Water Lane. Wilmslow, Cheshire SK9 5AF, United Kingdom.
- Succinct Information Limited is registered with the ICO under No. ZA141574 <https://ico.org.uk/ESDWebPages/Entry/ZA141574>