



# Nexus Prime

## Clients Complaints Policy

Version: 1.0  
Date: 23 Nov 2023

## CLIENTS COMPLAINTS POLICY

Nexus Prime takes customer complaints very seriously and strives to:

- Investigate each complaint competently, diligently and impartially;
- Assess each complaint fairly, consistently and promptly with respect to subject matter, whether it should be upheld and what remedial action or redress may be appropriate;
- Offer redress or remedial action when appropriate;
- Explain to the complainant promptly and, in a way that is fair, clear and not misleading, its assessment of the complaint, its decision on it and any offer of remedial action or redress; and
- Comply promptly with any offer of remedial action or redress accepted by the complainant.
- Nexus Prime will endeavor to resolve all complaints within four weeks and to keep complainants periodically updated on the progress of their complaints.

If you believe that we have breached the privacy policy by mishandling your information, you may lodge a written complaint addressed to the Privacy Officer.

The Privacy Officer will respond to your complaint within 14 days of its receipt.

In the event that the Privacy Officer is unable to resolve your complaint, you may lodge a complaint with the Information Commissioner.

### **What happens with your complaint after Nexus Prime has received it?**

Upon receipt, your complaint will be forwarded to relevant staff members who will investigate and assess your complaint diligently, fairly and promptly. Once your complaint has been received by Nexus Prime, we will acknowledge receipt of your complaint by email. The email will provide you with information on how our complaints process works, contact details etc. In most cases, the investigation is concluded in less than four weeks but it sometimes happens that the investigation takes longer than that. We will keep you updated on the progress of your complaint and communicate with you in accordance with the rules on dispute resolution. Once our investigation has been completed you will be sent a final response with our findings and the outcome of your complaint.