

## **Customer complaints procedure**

The Complaints Procedure covers complaints about issues such as delays, mistakes and poor customer services (trainings, coaching)

### **How to make a Complaint**

Complaints may be made either orally or in writing to:

Ing. Ján Sáreník  
CEO  
2BCognitus  
Pasteurova ul. 1,  
04018 Kosice - Krasna  
e-mail: [sarenik.jan@2bcognitus.com](mailto:sarenik.jan@2bcognitus.com)

### **Information you need to provide**

By providing the following information you can help to speed up the investigation of your complaint.

- Company name, Your Name, email address and, if you don't mind us contacting you by phone, your telephone number;
- Exactly what you are dissatisfied with;
- The name of the Trainer(s) or Consultant(s) who dealt with you.
- Service description (training, coaching,...)

### **Dealing with complaints**

- We will treat your complaint properly, fairly and impartially;
- We will examine and review your complaint and send a reply to you within 14 working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved;
- We will apologise for any mistake, explain what happened and put it right wherever possible;
- We will change our approach and/or the way we provide our services to avoid making the same mistake in future