



# STRIFOR

## COMPLAINT HANDLING POLICY & PROCEUDRE



[WWW.STRIFOR.ORG](http://WWW.STRIFOR.ORG)



## **INTRODUCTION**

7 Lucky Trading (Mauritius) Ltd aims to uphold and improve our reputation for delivering high-quality products and services. We view complaints as valuable feedback that helps us enhance our offerings and customer service. We are dedicated to promptly addressing the needs and concerns of our customers and potential customers, and resolving any complaints with utmost efficiency.

This policy serves as a comprehensive guide for both our customers and staff at 7 Lucky Trading (Mauritius) Ltd regarding the procedures for receiving and managing complaints. Our commitment is to maintain consistency, fairness, and impartiality throughout the complaint-handling process.

The aim of this policy is to achieve the following objectives:

- Inform you about our complaint lodgement and handling processes.
- Ensure both you and our staff comprehend our complaints handling process.
- Conduct an impartial investigation of your complaint, considering all information or evidence.
- Take reasonable steps to safeguard your personal information.
- Assess your complaint based on its merits, taking into account individual circumstances and needs.

## **DEFINITION OF A COMPLAINT**

In this policy, a complaint refers to an expression of dissatisfaction by a customer regarding the travel service provided by us.



## HOW TO SUBMIT?

To lodge a complaint with the company, customers are required to submit it in writing via email to the designated address provided on the website. The complaint should be clear and concise, refraining from offensive or overly emotional language. To expedite the resolution process, please include the following details in the complaint submission:

- Account number
- Full name and surname
- Details of the problem/issue
- Affected transaction number (if applicable)
- Date and time of the subject issue

By furnishing this information, the company can better comprehend the nature of the complaint and address it promptly and efficiently.



## COMPLAINT PROCESSING

Upon receiving a complaint, we will acknowledge receipt within two business days and assign a unique reference number to your case. Kindly use this reference number for all future communications with us. We adhere to established guidelines, ensuring that relevant employees take prompt and appropriate action to address each complaint.

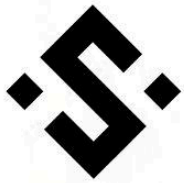
1. After receiving a complaint and acknowledging it, the designated company employee will contact the customer within 48 hours.
2. Details of the complaint will be promptly recorded upon receipt.
3. The responsible employee will conduct a comprehensive investigation and implement suitable measures to address and resolve the complaint.
4. Following the investigation's conclusion, the responsible employee will inform the customer of the outcome and provide clear and understandable instructions on resolving the issues and preventing future occurrences

The company is committed to resolving complaints in an amicable and professional manner.

## HOW TO CONTACT US?

To submit a complaint, customers can contact the Company via email (telegram address) and/or other means of communication with Company indicated on Company's website providing the following information:

- a) Full name
- b) Country



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- c) Client status (existing or new applicant)
- d) Account ID No (if existing client)
- e) Email
- f) Phone No.
- g) Subject
- h) Nature of complaints (with several options)
- i) Comments/Complaints
- j) Verification code (to be entered)
- k) Submit