

themig.club

# COMPLAINTS POLICY

## Definitions

Without prejudice to the other terms defined in the course of this instrument, for the purposes of this Purchase and Affiliation Term, the following terms must be interpreted in accordance with the definitions hereby established:

**THEMIG CLUB:** Company duly registered as **AFC PROJECT MANAGEMENT SERVICES** under the license **939139** by the Government of Dubai, with administrative headquarters at The Binary by Omniyat Al Abraj Street, Business Bay Dubai - Dubai, UAE.

## Introduction

Aldamax seeks to provide high quality services and therefore is committed to being responsive to the needs and concerns of its customers and to resolving any complaint as quickly as possible. The purpose of this policy is to provide guidance to both of our customers and staff on the manner in which we receive and manage a complaint. We are committed to being consistent, fair and impartial when handling a complaint.

For the purposes of this Policy the term “complaint” means an expression and/or statement of dissatisfaction addressed to THEMIG CLUB by a client relating to the provision of the services offered by THEMIG CLUB.

## Procedure

The procedure which shall be followed by THEMIG CLUB when handling with a client's complaint is as follows:

## Filing Complaints

Any client who wishes to submit a complaint is advised to send a complaint to Aldamax in the following way:

Email to: [support@themig.club](mailto:support@themig.club)

The client can submit complaints free of charge.

## Receiving Complaints

When a complaint is received, it is initially handled by a member of staff of Aldamax who shall immediately register the complaint in THEMIG CLUB's internal register and give it a unique reference number. Once a complaint is filed we shall take all necessary actions to ensure that the complaint is properly addressed by forwarding it to the department the complaint concerns and/or is addressed to within 5 working days. We will then inform you that your complaint has been forwarded to the relevant department/personnel, providing all details so that you are aware of who is dealing with your complaint.

Additionally, the employees of THEMIG CLUB, shall make all best efforts to ensure that, in case the complaint is of such nature that it is not formal and can be resolved immediately, to do so that your complaint is resolved promptly. However, the member of staff in such a case shall not:

- Commit him/herself in any way to the client;

- Address any issues in relation to best execution;

- Address any issues relating to legal issues;

- Commit Aldamax in taking any action prior to examining the issues in a formal manner.

## Complaint Details

Upon receiving a written complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint.

We will also record all dates and times relating to actions taken to resolve the complaint and communications between us. If you file a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

## Handling Complaints

The events leading to the complaint shall be examined and assessed by the relevant department of THEMIG CLUB based on the information provided by the client. The facts as stated by the client shall be examined and verified with the relevant heads of department and any additional information needed shall be retrieved from THEMIG CLUB's archives (electronic mail, IT data, etc.).

During the investigation of the complaint, the Company shall inform the complainant of the handling process of his/her complaint. Upon completion of the investigation, Aldamax will prepare a report stating the facts and make recommendations which will be brought to management's attention who will then conclude on the final decision to be made.

We are committed to resolving complaints at the first point of contact, however, this will not always be possible especially in circumstances in which a more formal complaints process will be followed. THEMIG CLUB shall investigate the complaint and reply, within 1

month, to the complainant about the outcome/decision. In the event when Aldamax is unable to respond within 1 months, it shall inform the complainant of the reasons for the delay and the period of time within which it is expected to complete the investigation. This period of time cannot exceed 3 months from the submission of the complaint.

## **Additional Information**

If a complainant is not satisfied with THEMIG CLUB's final response to his/her complaint, then he/she reserves the right to refer the complaint to the appropriate authorities.