

## CUSTOMERS COMPLAINTS HANDLING PROCEDURE

At WEWATCH, we value our customers and strive to provide the highest level of service. However, we understand that there may be occasions when you are dissatisfied with our services, or interactions. Your feedback is important to us, and we have established a clear complaint handling procedure to address and resolve any concerns you may have.

### 1. Submission of Complaints:

Customers can submit their complaints through the following channels:

- Email: Send an email to [speakout@wewatch.ae](mailto:speakout@wewatch.ae) with your contact details.

### 2. Acknowledgment of Complaints:

Upon receipt of your complaint, we will acknowledge it within 1 hour via the same channel through which it was submitted. This acknowledgment will include a unique reference number for your convenience in tracking the progress of your complaint.

### 3. Investigation:

Our dedicated complaints handling team will conduct a thorough investigation into the issues raised. During this process, we may contact you for additional information or clarification to ensure a comprehensive understanding of the situation.

### 4. Resolution:

We are committed to resolving complaints promptly and fairly. Once the investigation is complete, we will communicate our findings to you along with any proposed resolutions. If the resolution involves a corrective action on our part, we will outline the steps we will take to address the issue.

### 5. Escalation:

If you are dissatisfied with the initial resolution, you have the option to escalate your complaint. The escalation process will involve a review by a higher level of management to ensure a fair and objective assessment.

## 6. Feedback and Continuous Improvement:

We value your feedback on our complaints handling process. After your complaint is resolved, we may seek your input to understand how we can improve our services and prevent similar issues in the future.

### Contact Information:

Customer Service Email: [speakout@wewatch.ae](mailto:speakout@wewatch.ae)

