

Complaints Handling Policy

For Supercard Worldwide Limited

124 Finchley Road, London, NW3 5JS

How do I lodge a complaint?

We are committed to providing high-quality products and services to all of our customers. When something goes wrong, we ask you to tell us about it as soon as possible. This will help us to put things right and to improve our standards going forward.

If you have a complaint, please email us at **care@mysuperconciierge.com** with the details of your complaint. Please mark the subject as **Official Complaint**.

What will happen after I lodge a complaint?

1. We will send you an email response acknowledging receipt of your complaint within three working days of receiving it. Enclosed will be a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a manager who will review your complaint and your file, and speak to the member of staff who acted for you.
3. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 21 working days of sending you the acknowledgement email.
4. Following your response and the resolution of any further issues, we will confirm our final position on your complaint and explain our reasons.