

## **Complaint Handling Mechanism**

The Customer Service Department organizes complaints and suggestions, records them in a dedicated system, and then forwards them to the relevant parties.

The procedure will assist you if you wish to file a complaint.

Complaints submission mechanism for the platform:

This mechanism is designed to facilitate the submission of complaints by beneficiaries for reasons related to actions or decisions that the client believes the platform has failed to take or implement in an unfair or unclear manner.

Any customer can submit a complaint to the platform according to the following steps:

- Complaints are received via email (info@thewaseet.com) or the complaint form available on the platform.
- When submitting a complaint, the customer must clearly specify the subject and type of complaint and provide information relevant to the complaint, if possible.
- Any documents related to the complaint, such as files or data, can be attached.
- The complaint must be submitted within 5 working days from its occurrence, and complaints that exceed the specified period will not be considered.
- Any complaint expresses the opinion of the customer, and the platform has the right to accept or reject the complaint if it is unclear or cannot be studied due to not being submitted within the specified period. Additionally, malicious complaints are not accepted.

### **Mechanism for handling complaints received by the platform:**

- Complaints are received through the unified number or via the specified email.
- The "Customer Service Department" assesses the complaints, determines their feasibility, classifies them, and records them in the specified electronic system they are then sent and followed up with the relevant departments to address and resolve them.
- The relevant department studies the complaint and informs the specialist of the actions that will be taken to resolve the issue.
- In the event of accepting the complaint, a clear timeline is set for resolving the issue, and at the same time, the complainant is notified of the expected time to receive an official response.
- In case the complaint is rejected, the beneficiary is informed of this along with the reasons.
- If the complainant remains dissatisfied with the outcome of the procedures related to the complaint, they can file a confirmation complaint, either immediately or by submitting another complaint to the relevant authorities.

- All necessary measures and precautions are taken to ensure the confidentiality of the submitted complaints, as well as the confidentiality of the documents and information related to them and the complainant's details (paper, electronic, and recorded audio).
- Individuals concerned have the right to conduct investigations or review compliance to determine the degree of adherence to relevant rules, regulations, and provisions.

The handling of complaints varies depending on:

- The type of complaint and its complexity
- The procedures followed.
- The initial assessment indicates whether there are grounds to justify the complaint.
- The data and information disclosed by the client to conduct an evaluation or investigation.
- The final decision is made by the individuals concerned, and the recommendations are documented, and a report on the complaint is written, after which the client who filed the complaint is informed.

#### **The timeframe for processing complaints:**

The time frame for processing complaints to close the complaint depends on the type of complaint:

Type of complaint	The time frame for processing complaints
If the complaint is related to the procedures governing the platform's operations	Immediately upon receiving the complaint.
If it is related to a technical issue	It will be processed within 24 hours of receiving the complaint.
In case the complaint is related to an external party	Within 3 to 5 working days.
In case the complaint is not resolved within the specified period.	The complaint is escalated to the relevant managers and is addressed within 7 working days.