



## **COMPLAINTS PROCEDURE**

At InvoiceFair each of our customers are important to us and we believe you have the right to a fair, swift and courteous service at all times. If you feel that we've fallen short of this, then we want to know about it. We'll work with you to put things right and we will always try to use your feedback to improve things where we can.

## **PROVIDING FEEDBACK**

We accept feedback from our customers, their representatives or any other third party who may wish to express dissatisfaction with any aspect of our service.

We recognise the need to respond swiftly to customer issues and will endeavour to resolve these quickly and efficiently.

You can submit feedback at any time by contacting us at the below address, e-mail or phone number:

**EMAIL**     [complaints@invoicefair.com](mailto:complaints@invoicefair.com)

**PHONE**     +353 1 663 2662

**POST**       InvoiceFair  
NexusUCD,  
Blocks 9 & 10,  
Belfield Office Park,  
Dublin 4.  
D04 V2N9

If you are submitting feedback in writing, please include the following:

- Your name
- A summary of your complaint/feedback and
- The best way for us to contact you

## **TIMELINES**

We will acknowledge your complaint/feedback promptly and will do all we can to resolve your enquiry within 5 business days. If this is not possible InvoiceFair will let you know how we will be dealing with your complaint and what our timeline for resolution will be.

Our final response to the complaint will be communicated to you in writing by either email or letter.

## **COMPLAINTS ESCALATION**

We hope that you will not need to progress your complaint after receiving the final response. However, if you are still unhappy you may ask your initial point of contact that the complaint be escalated to a senior member of our staff who will check that your complaint has been dealt with in accordance with our internal policies, and that appropriate responses have been given.