Complaints Policy & Procedure (Global)

# Customer Service

At The Instant Group, we aim to provide a high-quality service and meet all our client’s and partner’s expectations. If you feel that we have not met your expectations in any way, please contact us:

By Email: complaints@theinstantgroup.com

By Post: Complaints Department

Instant Offices Limited

The Blue Fin Building,

110 Southwark Street,

London, SE1 0TA

1. Effective 3 March 2023.

# Handling of Complaints

Our aim is to handle complaints fairly and efficiently.

Please note that if you already have an agreement with Instant in place, the terms of such agreement relating to resolution of any disputes shall apply and the Complaints policy shall not apply unless your complaint relates to the use by you of our website.

Following receipt of any complaint, we will acknowledge receipt promptly.

We will then make an initial assessment of the issue(s) raised in the complaint.

After reviewing the complaint, we will consider how to manage it. To manage a complaint, we may:

* Give you information or an explanation
* Investigate the claims made in the complaint

We will let you know when we are likely to be able to provide a response to your complaint. We will keep you up to date on our progress and of any expected delays in resolving your complaint.

If we investigate your complaint, we will take steps to ensure that the key facts are identified and clarified before the investigation.

Once we have completed our investigation, we will communicate the outcome including the reason/s for our decision and what action we have proposed or put in place.

All complaints will be managed initially by our Operations team. Where this is not possible, we may decide to escalate the complaint to a Manager within Instant.

If you are dissatisfied with the outcome of your complaint and seek a review of our decision, we will escalate your complaint to a Director at Instant for review of our original decision. The decision of Instant’s Director shall be final.