

APPEALS & COMPLAINTS

Appeal: Written statement of disagreement/dissatisfaction in response to the decisions taken by NOTICE

Complaint: Verbal or written statement of dissatisfaction about services received from NOTICE

A complaint can be filed by filling in Customers' Complaints, Appeals & Suggestions Form available on our website and sending it to info@notice.si.

The handling process is as follows:

- In order to validate the appeal/complaint, the received appeal/complaint will be evaluated by NOTICE authorized personnel responsible for this process
- Once validated, the appeal/complaint will be analysed appeal and complaint committee and corrections and corrective actions will be implemented
- A written response will be sent to the complainant with the outcome of the process and NOTICE's decision within 7 workdays.

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