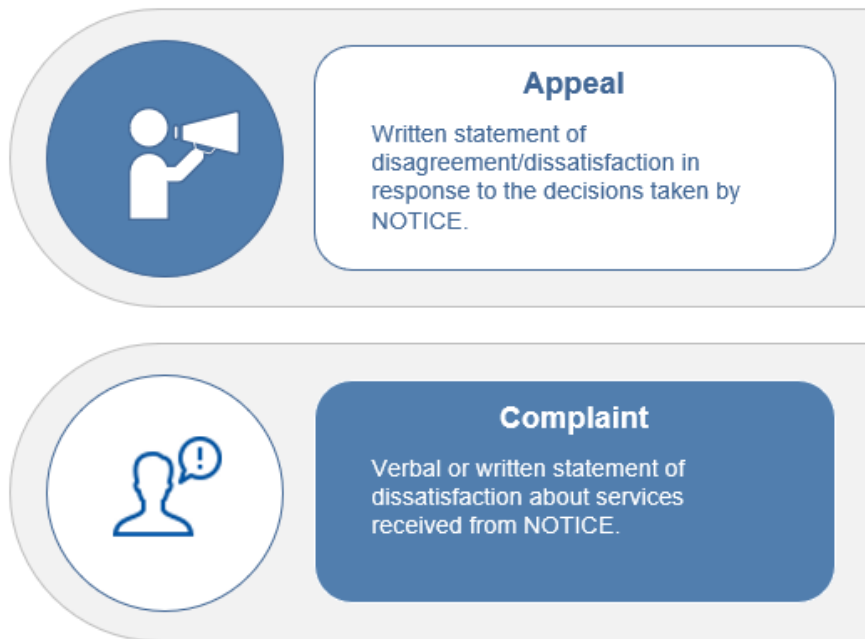


Introduction

At NOTICE, we are dedicated to upholding the highest standards of service and addressing your concerns promptly and fairly. We recognize that there may be instances when you are dissatisfied with a decision or service you've received. We are focused on continuous improvement and working together to solve any issues. Your request will be reviewed impartially, carefully processed, and followed by written feedback.

This leaflet provides clear instructions on how to submit an appeal or file a complaint with us. It explains the steps involved, what you can expect throughout the process, and how we ensure that your concerns are heard.



Appeals & Complaints Procedure

An appeal or complaint can be filed by filling in SI.FR.24.01 - Customer Complaint, Appeals & Suggestion 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 by the appeal and complaint committee and corrections and corrective actions will be implemented
- A written response will be sent to the appellant/complainant with the outcome of the process and NOTICE's decision within 7 workdays.

NOTICE ensures that submission, investigation and decision on appeals/complaints does not result in any discriminatory actions against the complainant.

Contact Information

NOTICE d.o.o.

Room 207, 208, World Trade Centre, Dunajska cesta 156, 1000
Ljubljana – Slovenia

Email: info@notice.si

Website: www.notice.si

