



TECHNOTREND PLATFORM NIGERIA LIMITED

CONSUMER COMPLAINT RESOLUTION MECHANISM



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If you are unhappy with our service please contact us and let us know. It is through your feedback that we are able to review and improve the overall service we provide. If you have a complaint, our formal internal complaints procedure is outlined below. We are wholly committed to addressing all complaints, fully and fairly, and in a reasonable time frame.

- TPNL operates a customer service desk which is reachable during working hours (9:00am – 5:00pm) via telephone and outside working hours via e-mail. All TPNL subscribers can contact the help desk via telephone: 01-6323341 email: info@techtrendng.com. Before you contact our support desk please make sure that you have handy the service you are subscribed to, your mobile number, your username (if any) and summary of the complaint. This will enable us process and resolve your complaints promptly.
- **Resolution Time** We aim to deal with problems as quickly as possible. If there is no resolution within 24Hours our help desk will inform you of a cause of action.
- **Escalation** If you need to escalate a complaint about the way we have handled any aspect of your account or the way you have been treated when contacting the technical support or Customer Service desks you may escalate by writing detailing the nature of the complaint to: TPNL Nigeria Limited 88, Norman Williams Street, Ikoyi Lagos.
- **Contacting You** When we need to contact you, we will use your e-mail address, mobile or fixed phone number. We will contact you to advice on the outcome of an investigation to any complaint which our help desk agents were unable to resolve during the initial telephone call.
- **Changes to Complaint Handling Processes** TPNL shall acknowledge any written complaints and act on same within five (5) working days (or as otherwise directed by the Commission from time to time). TPNL reserves the right to respond to Complaints either be verbally or in writing, but shall employ reasonable efforts to make the initial response in the manner requested by the complainant.
- **Non-written Complaints** shall be taken as acknowledged by TPNL at the material time in which the complaint was communicated to it.
- Where possible, Customers shall be advised when they make a Complaint of the expected actions and timing for the investigation and resolution of the Complaints. In the event that TPNL regards the Complaint as frivolous or vexatious, the Customer



shall be informed accordingly and if dissatisfied the Customer shall have the further recourse described below. In any event, no Customer(s) Complaint shall remain unresolved for more than three (3) months.

- TPNL shall implement processes to provide its Customers with sufficient information and the means to inquire on the progress of complaints. Such processes may include complaint reference numbers or other identifiers in order to facilitate timely and accurate responses to subsequent enquiries by Customers.
- Customers shall be advised of the outcome of the investigation of any Complaint, and any resulting decision by TPNL.
- Where a Customer is not satisfied with a decision reached pursuant to a Complaint, TPNL shall give the Customer the option of pursuing an identified escalation process by which the decision may be examined by a suitably qualified person within TPNL. Where the Customer has already been provided with the benefit of TPNL's escalation process and where there are no further escalation processes, TPNL shall inform the Customer accordingly.
- In the event that a Complaint has not been resolved to the Customer's satisfaction, including as a result of any escalation process, within sixty (60) days of being communicated to TPNL, it shall inform the Customer that he or she may refer the Complaint to the Commission
- For further information please visit our website www.technotrendng.com