

Title	Complaints Policy
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Complaints Policy

1. We value all feedback from our customers and take complaints seriously.
2. If you have a complaint about our products or services, please contact us as soon as possible.
3. You can make a complaint by, email to enquiries@skillsminer.ai
4. When making a complaint, please provide as much detail as possible, including your name, contact information, and the nature of the complaint.
5. We will acknowledge receipt of your complaint within two business days and provide you with a timeline for resolving the issue.
6. We will investigate your complaint and try to resolve it as quickly as possible.
7. If we are unable to resolve your complaint to your satisfaction, we will provide you with information about any alternative dispute resolution options that may be available.
8. We will keep a record of your complaint and the steps taken to resolve it, as well as any action taken as a result of the complaint.
9. We appreciate your patience and understanding as we work to resolve your complaint.

Company Registration Number: SC594537
VAT Number: 308431522
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