

elefin

Complaints Handling



This Policy explains how clients and partners can raise complaints and how Elefin handles them fairly and promptly.

Submit complaints to [**complaints@elefin.com**] with your account/partner ID, a clear description, relevant dates and supporting evidence.

Elefin acknowledges complaints promptly (**target: within [2] business days**).

Elefin investigates fairly and aims to provide a substantive response within [**15] business days**; where more time is needed, the complainant is informed of the reason and timeline.

Elefin explains its findings and any resolution; unresolved matters may be escalated internally and, where applicable, to a relevant regulator or dispute-resolution body.

Complaints and outcomes are recorded and reviewed to improve service; complainants are treated fairly and without detriment for raising a genuine complaint.