

LIDP's CUSTOMER COMPLAINT RESOLUTION POLICY

1. INTRODUCTION

LIDP Consulting Services, Inc. (herein referred to as 'LIDP' or the 'Company') seeks to maintain its stellar reputation that delivers high quality, professional services. LIDP is committed to maintaining its responsiveness to addressing customer concerns, improving customer satisfaction, and maintaining our reputation for excellent service.

This policy is designed to provide guidance to its clients on the way LIDP will receive and handle complaints made against the Company, or any of its representatives.

Each of our clients has its own dedicated resources assigned to ensure that LIDP is meeting each specific client's needs. By maintaining close partnerships between our client teams and clients, we strive to eliminate the need for a formal complaint process by handling situations before they ever require a formal complaint to be submitted.

2. PURPOSE

The purpose of this Policy is to:

- Establish a consistent and transparent process for resolving customer complaints.
- Ensure that customers are treated with respect and empathy throughout the complaint resolution process.
- Identify opportunities for process improvements based on customer feedback.

3. DEFINITIONS

- **Customer Complaint:** An expression of dissatisfaction made to the Company, related to its products or services, or the complaint-handling process itself, where a response or resolution is explicitly or implicitly expected. Any complainant who is dissatisfied with a product or service provided by LIDP, for any reason, may contact the Company to complain. A complaint may be initiated orally or in writing.

4. GUIDING PRINCIPLES

Visibility

- The Customer Complaint Resolution Policy is available on the Company's website at lidp.com or may be obtained from a LIDP employee.

Accessibility

- The Customer Complaint Resolution Policy is readily accessible to all partners, employees and clients. The policy is understandable and includes details on making and resolving complaints.

Responsiveness

- Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint handling process.

Objectivity

- Each complaint will be addressed in an equitable, objective and unbiased manner through the complaint handling process.

Charges

- There will be no charge to the complainant for making or for LIDP investigating a complaint. The circumstances of each individual complaint will determine whether resolving individual complaints would incur charges to the client.

Confidentiality

- Personally identifiable information concerning the complainant is actively protected from public disclosure unless the complainant expressly consents to its disclosure.

Customer-focused approach

- All partners and employees of LIDP are committed to efficient and fair resolution of complaints. We actively solicit feedback from our clients on a regular basis and acknowledge a client's right to complain.

Accountability

- All employees accept responsibility for effective complaint handling. The Head of Client Services will ensure that, where appropriate, issues raised in the complaint handling process are reflected in employee performance evaluations.

5. COMPLAINT HANDLING PROCESS

Submitting a Complaint

- Complaints may be submitted in writing to:

Head of Client Services
LIDP Consulting Services, Inc.
101 W. Venice Avenue, Suite 22
Venice, FL 34285

or to info@lidp.com

- Information Required

- Your name and contact details
- Your relationship with LIDP, please provide specifics
- Your contact person with LIDP
- The nature of your complaint. If your complaint relates to the services provided, a detailed description of the conduct that gave rise to the complaint.
- Copies of any documentation supporting the complaint

- Assistance with making a complaint
 - If you require assistance in formulating or lodging a complaint, please reach out to the Head of Client Services at email address info@lidp.com

Receipt of Complaint

- All customer complaints should be acknowledged and recorded promptly by the designated customer service or support team.

Initial Assessment

- The complaint is assessed to determine its nature, urgency, and the appropriate personnel to address it.

Investigation and Resolution

- Complaints are investigated thoroughly to identify the root causes and potential solutions.
- LIDP is committed to resolving complaints as quickly as possible. The resolution process may involve coordination among different departments or teams.

Communication with the Customer

- Throughout the resolution process, LIDP maintains open and honest communication with the customer, providing regular updates on progress.
- If the resolution requires more time, LIDP will inform the customer of the expected timeframe for resolution.

Closure and Follow-Up

- Upon resolution, the complaint is marked as closed, and the customer is informed of the outcome.
- A follow-up may be conducted to ensure customer satisfaction and gather feedback on the complaint-handling process.

6. RESPONSIBILITIES

- **Customer Service and Support Teams:** Responsible for receiving and recording complaints, conducting initial assessments, coordinating investigations, and maintaining communication with customers.
- **Relevant Departments and Teams:** Responsible for collaborating in the investigation and resolution of complaints that pertain to their areas of responsibility.
- **Management:** Responsible for overseeing the complaint resolution process, monitoring trends, and implementing improvements based on customer feedback.

7. COMPLIANCE AND CONSEQUENCES

Non-compliance with this Customer Complaint Resolution Policy may result in corrective actions in accordance with LIDP's policies and procedures. Consequences may include additional training, performance evaluations, or other appropriate measures, depending on the nature and severity of the violation.

8. POLICY REVIEW

This Customer Complaint Resolution Policy will be reviewed annually or more frequently if necessary. Updates or changes to the Policy will be communicated to all relevant personnel to ensure continued adherence to customer complaint resolution guidelines.