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Fraudfinder Ltd - Complaints Policy

Version: 1.0

Last Review: 1 February 026

Approved by: CEO

Review Cycle: Annual

1. Purpose

Fraudfinder Ltd is committed to providing high-quality services. This policy outlines how we handle complaints to ensure they are addressed promptly, fairly, and transparently.

2. What is a compliant

A complaint is any expression of dissatisfaction relating to our services, operations, or conduct, whether justified or not, that requires a response.

3. How to submit a complaint

Complaints can be submitted via email to:

support@fraudfinder.ai

Please include relevant details such as the nature of the issue, any supporting information, and desired outcome.

4. Complaints handling process

- **Acknowledgement:** We will acknowledge receipt of a complaint within **2 business days**
- **Investigation:** The complaint will be reviewed by the relevant team
- **Response:** We aim to provide a full response within **10 business days**

If additional time is required, we will inform the complainant and provide an updated timeline.

5. Escalation

If a complainant is not satisfied with the response, the complaint may be escalated to senior management for further review.

6. Responsibility

The CEO (Alexander Siedes) is responsible for oversight of complaint handling and ensuring appropriate resolution.

7. Record Keeping

All complaints are logged and retained for monitoring, review, and continuous improvement purposes.

8. Review

This policy is reviewed periodically to ensure it remains effective and appropriate.