



COMPLAINTS HANDLING POLICY





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1. Objective

Present our complaints handling policy.

2. Complaints handling policy

In order to continuously improve the relationship with its clients and partners, Dynamox defines the following principles regarding the handling of complaints:

- Consider and effectively analyze customer complaints.
- Be aware of, comply with and be subject to the penalties provided for by law, specifically Law 8078/1990.
- Handle relevant complaints in accordance with internal criteria and in compliance with current legislation.
- Meet Brazil's INMETRO demands regarding the management of incoming complaints.
- Respond to any complaints to Brazil's INMETRO within 15 (fifteen) calendar days.
- Critically analyze the results and continuously improve the related internal processes.
- Respond to the complainant regarding the acknowledgement, handling and resolution of the complaint according to the deadlines set by the company.

It is the responsibility of employees and people working for the company to comply with this Policy.