

Complaints Handling and Customer Satisfaction Policy

Since the day we were found, we establish cooperation that creates mutual value with our customers with affection and respect, determined to provide high-quality service with our innovative and customer-oriented approach.

We place emphasis to understand our customer's demands in the best way and to respond to these demands in the fastest way in all our processes.

We have identified and apply all laws and regulations applicable to the activities in which we operate.

Thanks to our global point of view as well as our flexible and easily adaptable structure, we provide service by dealing with our domestic as well as foreign customers.

All suggestions, complaints and feedbacks are important for us. We accept and evaluate all suggestions, complaints and feedbacks from our customers and other interested parties as quick as possible. We take care to eliminate our weaknesses by taking into account of suggestions and feedbacks and resolving all complaints, aiming to prevent their reoccurrence.

We are open to receive complaints from our valued customers and other interested parties in all possible ways of communication: in person, email, letter, phone, web site, etc. Complainants can place their complaints by filling our Form for complaint constantly available at our web page and submitted to ur valued customers with each new contract.

We promise that we will thoroughly examine all complaints of our valued customers and other interested parties and mobilize all the resources to find a solution to resolve a problem in the shortest possible time.

We declare following actions will be taken to all received complaints:

- All complaints from our customers and other interested parties will be recorded in the Book of Complaints.
- The recording and resolving process regarding the complaint will be initiated on the same working day without any kind of discrimination between complainants.
- If the complaint is found justified, we will make sure that the necessary measures are taken to improve the work flow related to the complaint.
- All of our employees will be polite to our complaining customers and other interested parties in all circumstances.
- All of our employees will report the received complaints to our Commercial sector. Complaints are examined not only by this department, but also shared with the management.
- We will notify our customer about our feedback to their complaint not later than 5 working days.
- If the notification can not be sent within 5 working days, then the customer shall be informed that the complaint is being processed
- We will do everything in our power to resolve all complaints and eliminate the problem within no more than 10 working days from the date of receipt of the complaint
- Effectiveness and efficiency of resolving each complaint will be measured
- All complaints will be evaluated and analyzed in order to improve the process or procedure that is found to be the cause of the complaint in order to prevent repeating of the problem

Belgrade, September 01, 2020

Approved by: Aleksandar Radivojević, director

Radivojević



Teamenergo
d.o.o.
2
Beograd