

**Decamel Complaints Handling Procedure**

*Effective Date: November 30, 2023*

*Document version: Version 1 effective from November 30, 2023*

**1. Introduction**

This document outlines the complaints handling procedure for Decamel, a service provided by PCOMPANY, OU, registered in the Republic of Estonia under registration number 16367501, with the registered office located at Harju maakond, Tallinn, Lasnamäe linnaosa, Narva mnt 150, 13619.

**2. Definition of Complaint**

A "complaint" for the purposes of this procedure refers to a statement of dissatisfaction addressed to Decamel by one of its clients concerning the provision of crowdfunding services.

**3. Submission of Complaints**

Clients are encouraged to submit complaints through electronic means using the standard template provided on the Decamel website (decamel.com). Complaints can be submitted by email to support@decamel.com or by contacting our customer support at the phone number +372 55507015.

**4. Language Options**

Clients have the option to file complaints in any of the languages mentioned on the Decamel website. Decamel will strive to communicate with clients in the language in which the complaint is filed.

**5. Acknowledgment and Verification**

Upon receiving a complaint, Decamel will acknowledge its receipt within 10 working days. If the complaint does not meet the admissibility conditions, Decamel will provide a clear explanation for rejecting it. The acknowledgment will include the identity and contact details of the person or department to address queries related to the complaint, along with a reference to the specified timeframe for the complaints handling process.

**6. Investigation of Complaints**

Decamel will promptly assess the clarity and completeness of admissible complaints. If additional information is required, clients will be promptly contacted. Decamel will gather and examine all relevant information and evidence regarding the complaint. Clients will be kept informed of any additional steps taken during the investigation.

**7. Decision Making**

Decisions on complaints will address all points raised by the complainant and provide clear reasoning for the outcome. The decision will be consistent with any previous decisions on similar complaints, unless justified otherwise. Decamel will communicate decisions to the complainant as soon as possible and within the specified timeframe. In exceptional situations where delays occur, clients will be informed of the reasons and the expected decision date.

**8. Communication with Complainants**

All communication with complainants will be conducted in clear and plain language, ensuring ease of understanding. Communications will be made in the language in which the complaint is filed, using electronic means, unless the complainant requests communication in paper form.

**9. Procedure Review and Amendment**

Decamel reserves the right to review and amend the complaints handling procedure as necessary. Any changes will be reflected on the Decamel website, and clients will be notified accordingly.

**10. Contact Information**

For any queries related to this complaints handling procedure, clients can contact Decamel at the following:

* Website: [decamel.com](https://decamel.com/)
* Email: support@decamel.com
* Phone: +372 55507015

**11. EU Regulation Reference**

Clients can access the relevant EU regulations by visiting the following website: [EU Regulation - EUR-Lex](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32022R2117).

**12. Entry into Force**

This Complaints Handling Procedure is effective as of November 30, 2023, and is binding for all clients of Decamel.