



Customer Complaints Guide



Dear Valued Customer,

We at Inovent are genuinely concerned with the quality of services we deliver to our customers, and we know to reach the desired level of quality it is crucial to hear and act-upon our clients' concerns, feedback and complaints.

We are sure your input will only enhance our services, products and values; therefore, we are pleased to provide you with a simple guide on how to deliver your feedback, concerns or complaints to us.

1. Sending a written complaint by post to Bahrain Financial Harbour, East Tower, 35th Floor, P. O. Box 18334 Manama – Kingdom of Bahrain
2. You can also communicate with us through any convenience mean of communication mentioned below:

❖ **INOVEST BSC PUBLIC**

Tel: +973 17155777

Fax: +973 17155888

❖ **Customer Complaints Officer**

Tel: +973-17155732

Fax: +973 17155888

e-mail: Complaints@Inovent.bh

3. Once your complaint is received, we shall acknowledge receipt of the same within 5 business days.
4. The complaint will be investigated with the department concerned and the management.
5. Within 4 weeks a written reply shall be provided proposing the solution and the actions to be taken.
6. If the customer is still not satisfied with the outcome, the matter will be escalated to the CEO and board of directors of the company as appropriate.
7. As per the Central Bank of Bahrain, the customer has the right to escalate the complaint to the CBB within 30 calendar days of the last communication with the company shall it not satisfy him through this link:

https://cbb.gov.bh/page-p-making_a_complaint.htm

Yours,
Inovent B.S.C Public