

### **Customer grievance procedure**

**Our priority is to serve our customers.** Your opinion is of utmost importance to us and that is why it is our constant practice and desire to receive any constructive criticism for the continuous improvement of our products and services as well as the service of our customers.

**Our company's grievance management team is at your disposal to respond or resolve any issues that may arise quickly and efficiently** and to provide you with all the necessary feedback.

Our goal is to resolve in the best possible way any complaint our customers have. For the effective management of any complaints or suggestions the Complaints Management Procedure is followed, as described below.

**Elikon Graphic Arts takes all the necessary steps** in order to **best manage** the verbal or written **dissatisfaction of its customers** and **in a short period of time** to have resolved in a simple and understandable way any disputes that have arisen between the company and its customers. Managing complaints from receiving them to resolving and sending a response to the customer, governed by a specific internal procedure, through which the thorough control of the dispute that has arisen between ELIKON and the customer is ensured, the possible ways of resolving it are explored in order not to affect the legitimate interests of the customer and in the second level of the company.

During the process of informing the client, every effort is made for the understanding of the issue by the client, and in case the client is not satisfied with the proposed resolution of the issue, he is informed in detail about the procedure that can be followed by handing over the relevant newsletters. Through these forms, the customer can submit requests in writing, complaints, change of services, etc. in order to give him answers and clarifications to his questions and queries.

**The maximisation of the effectiveness of the actions** for dealing with the requests / complaints, **is achieved with the central management of the complaints / recommendations**, which among others **includes the following:**

- **Gathering of all complaints in the competent Department** which receives and manages complaints, requests and suggestions aiming at a valid and immediate response to customers.
- **Informing the Heads of the Department** (or Departments), to which the request / complaint concerns.
- **Monitoring of all actions required to resolve the issue** (locating, analysing the causes and resolving the issue).

- **Timely, clear and complete response** to customers. (Carried out by the head of the department concerned with the complaint.)
- **Complaint Log managed by the Systems Department for the future improvement of our services.**

### Ways to Submit Complaints

Based on the above procedure the customer can submit his complaint **in writing** in the following ways:

- a) through our website, [www.elikon-print.gr](http://www.elikon-print.gr) in the relevant category "Contact" by filling out the contact form to submit his request / complaint to the Customer Service Department,
- b) by mail to the address of the company's offices,
- c) by email to [info@elikon-print.gr](mailto:info@elikon-print.gr),
- d) or by fax at 2104829560 so that the date of receipt of the documents by the company is distinct.

All complaints / recommendations submitted in the above ways are recorded in the relevant Customer Complaints file and then forwarded to the relevant Department.

### Response Procedure

**The registered complaint is signalled** by the responsible persons of the Customer Service department:

- Regarding the **type** (request, suggestion, complaint, positive comment)
- Regarding the **category** (product, service, service, etc.)
- As to the **degree of urgency**

It examines whether the registered complaint / recommendation can be answered:

- Only from Customer Service or
- If another competent department of the Company is involved, in order to gather all the necessary information to give the answer to the customer.

After receiving a complete and satisfactory answer, the Customer Service Department prepares a response to the customer (by phone or in writing).

### Processing Time

**The processing of complaints** from their receipt to the response to Customers is required **to be completed within 10 calendar days** at the latest.

If the customer states that the response received does not satisfy the request, then the company must within 5 working days to inform the consumer in writing that:

- a) Reserves the right to appeal to an independent Out-of-Court Dispute Resolution Body
- b) Whether the decision of the Independent Body is not binding

### Complaints Archive

After the successful response process, for reasons of historicity and improvement of our services, a file is maintained by the Regulatory Compliance team which is registered in the CRM and evaluated at regular intervals in collaboration with the General Directorate.

### Privacy

It is noted that **the personal data transmitted to the company** for the purpose of submitting a complaint, **are subject to processing solely for the purpose of responding to it. We do not process them in any other way, nor do we pass them on to third parties.** The personal data are kept for a period of 1 year after the submission of the request-complaint in any way.

In case of initiation of legal actions that directly or indirectly concern the subject of personal data, the above time of keeping the personal data will be suspended throughout their duration and until the issuance of a final court decision, at which time it will continue until the completion of the above limitation period.