

## **Gothamix LTD Vulnerability Statement and Customer Policy**

### **Who are we?**

We are Gothamix Ltd, with registered address APOLLO COURT, Floor 1, Flat/Office 104, Arch. Makariou III 232, 3030 Limassol, Cyprus. We can be contacted a number of different ways including emailing [cs@gothamix.com](mailto:cs@gothamix.com) or calling 0116 412 5841.

Our vulnerable consumers awareness policy is a set of controls of ensuring effectively identifying and managing vulnerable consumers.

The spectrum of vulnerable consumers is extensive and identifying vulnerable consumers is not always straight forward, as these circumstances can be temporary or permanent and of course fluid.

### **Who are Vulnerable consumers**

A vulnerable consumer is someone that can be susceptible due to their personal circumstance such as financial circumstances and/or health conditions, cognitive impairment which can have detrimental impact on them.

It is imperative that a vulnerable consumer should be treated with respect and any issue dealt with in a positive manner and go beyond and above the norm to ensure that the issue at hand is dealt with to the fullest of respect and resolved in a respectful manner to a positive outcome.

### **Our Aim**

Our aim is to make sure that everyone in our company has been trained to a standard to support consumers wellbeing and we want to make sure that our staff are confident and comfortable in supporting vulnerable consumers.

Our aim is to provide a high level of service, products and consumer support offered across the board for all our consumers.

Our goal is to make sure that every vulnerable consumer is treated with the utmost respect and offer them a level of acceptable service.

### **Customer Care Handling**

Our own practice in handling all complaints and resolving disputes are as follows and applies to all our consumers including vulnerable consumers:

We are committed to providing a quality service and working in an open and accountable way that builds trust and respect.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our consumers, and in particular by responding positively to complaints, and providing a positive resolution.

### **Customer Care Aims**

Therefore we aim to ensure that:

Making a compliment or complaint is as easy as possible

We welcome compliments, feedback and suggestions

We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response

We deal with it promptly, politely and, when appropriate, confidentially

We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.

We learn from complaints, use them to improve our service, and review our complaints policy and procedures on a regular basis

We recognise that some concerns may be raised informally, and dealt with quickly.

We aim to resolve all complaints and concerns quickly

Keep matters low-key

Enable respectful mediation between the customer and ourselves

### **How can a consumer make a complaint**

You can contact us by Email or by calling us.

Email : [cs@gothamix.com](mailto:cs@gothamix.com)

Call : 0116 412 5841

If sending an Email please provide as much information as:  
Your name and contact number and the nature of the complaint.

If calling us, please note that our staff may ask some questions before assisting you in resolving the issue.

Our aim is to resolve all complaints in an amicable way and promptly, how ever in some cases this can take few days to resolve.

We have a reasonable refund policy in the event that consumers are unhappy with our services.

Refunds can be accommodated using the following methods and are generally processed within seven to ten working days. Refunds can be processed either by way of a Bank transfer or payment via paypal.

If for any reason you are unhappy with the outcome of your complaint, you have the right to have it escalated within our own company, if you are still unhappy, you can also escalate it with the UK regulators:

*Phone-paid Services Authority*  
*40 Bank Street London, E14 5NR*  
*Tel: 0800 500 212 or 020 7940 7474*  
*Email: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)*  
*Website: [www.psauthority.org.uk](http://www.psauthority.org.uk)*