



# Lango complaint handling procedure

Lango values its stakeholder relationships, and while we do our best, some stakeholders may not be satisfied and have a complaint. We encourage stakeholders to contact us with their complaints, questions, or concerns in such circumstances. We prefer to receive complaints in writing, either by email or by post, to ensure we get the correct information and that our response is directed correctly.



## Who should you contact if you want to make a complaint?

Complaints can be addressed to our registered address listed on our website's 'Contact Us' section, marked for the attention of the Compliance Officer.

We will strive to acknowledge and resolve your complaint as quickly and amicably as possible.



## What if you are not satisfied with our response?

We'll do our best to resolve your issue as quickly and efficiently as possible. You may choose to escalate your complaint to the appropriate third-party authority or ombudsperson if you are not satisfied with our response.