

Client Care & Complaints Policy

At **Prestige Reg Co.**, we pride ourselves on discretion, professionalism and exceptional client service. We are committed to resolving any concerns promptly, fairly and with absolute confidentiality.

1. How to Raise a Concern

- If you are dissatisfied with any aspect of our service, please contact us in the first instance:
- Email: concierge@prestigereg.co.uk
- Post: Client Care, Prestige Reg Co., 124 Thingwall Park, Bristol BS16 2DD

2. What Happens Next

- We will acknowledge your concern within 5 working days.
- We will then investigate thoroughly and provide a full response within 14 working days.
- If further time is required, we will update you and agree a revised timescale.

3. Escalation

- If you remain unsatisfied after our response, you may refer your complaint to an independent alternative dispute resolution service.
- Details will be provided upon request.

4. Our Commitment

- Every concern is handled with discretion.
- Your service and confidentiality will never be compromised.
- Feedback is valued and used to refine our client experience.