

Complaint & Feedback Policy

CoreSite Services Limited values customer feedback and is committed to addressing any complaints in a timely and effective manner.

1. **Submission**: Customers can submit complaints and feedback via our website, email, or in writing to our office.
2. **Acknowledgment**: We will acknowledge receipt of complaints within 2 business days.
3. **Investigation**: We will investigate all complaints thoroughly and aim to resolve them within 10 business days.
4. **Resolution**: We will communicate the outcome of the complaint investigation to the customer and take appropriate action where necessary.
5. **Continuous Improvement**: We will use feedback and complaints to improve our services and customer experience.