





# Youco Complaints Procedure

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## Step 1: Submission of Complaint

-  Contact Youco via email, phone, or in writing to submit your complaint. Ensure you provide relevant details, such as your name, contact information, and a clear description of the issue.


## Step 2: Acknowledgement

-  Youco will acknowledge receipt of your complaint within 5 working days. You will receive confirmation of who is handling your complaint and an estimated timeframe for resolution.


## Step 3: Investigation

-  Youco will conduct a thorough investigation of your complaint. This may involve gathering additional information from you or any relevant parties to ensure a comprehensive understanding of the issue.

## Step 4: Response and Resolution

-  Once the investigation is complete, Youco will provide you with a written response outlining the outcome and any actions taken to resolve the issue. We aim to respond within 5 working days of the initial acknowledgment.

## Step 5: Follow-Up (if necessary)

-  If you are not satisfied with the resolution, you can request further review. Youco will re-examine the case and provide a final decision.