

INOCA International – Complaints Policy

After having received any complaint via the website, INOCA International will –

1. Listen to your complaint
2. Take your complaint seriously
3. Open a timeline of actions and communications regarding the complaint
4. Act promptly and reasonably to review and investigate your complaint
5. Request an independent review if this is considered by the INOCA International Management Team to be potentially helpful/necessary
6. Consider any recommended action to be taken in response to your complaint
7. The decision of INOCA International Management Team is final.
8. The decision of the INOCA International Management Team will be communicated to the complainant only where this has been specifically requested by the complainant.
9. No further correspondence or communication will be entered into relating to the same matter once a decision regarding the complaint has been made.

*This is a live document and may be reviewed at any time
Scheduled Review Date for this document is September 2026*