

Complaint Procedure

Reticulum Recovery, a.s.

Updated 11.09.2024

1. Everyone is entitled to file a complaint or grievance against the Company or its employees.
2. The subject of the complaint may be any activity, service or conduct of the Company or its employees.
3. A complaint may be made at any time.
4. A complaint may be made by any documentable means, but in particular:
 - a) In person: At the Company's registered office at Sokolovská 394/17, Karlín, 186 00 Praha 8 or at the branch office at Palackého 75/21, 779 00 Olomouc
 - b) In writing: To the same address via postal services.
 - c) By e-mail: To the electronic address for complaints and claims, info@reticulum.eu
 - d) By telephone: to the Company's telephone number +420 220 303 010 or +420 585 750 420
5. Contact person for debtors: Mgr. Vratislav Šamaj; email: vratislav.samaj@reticulum.eu, telephone number: +420 585 750 420
6. Filing a complaint and handling the complaint is free of charge.
7. The complaint must include:
 - a) Name and contact details of the debtor.
 - b) A description of the problem or the reason for the complaint/claim.
 - c) The requested solution or remedy to the situation.
8. The Company must acknowledge receipt of the complaint to the complainant within 3 working days of receipt.
9. The complaint will be dealt with within 14 days of receipt, in exceptional cases the time limit will be extended to 30 days, of which the complainant will be notified within 14 days.
10. The response to the complaint will be communicated to you in the same way as the complaint was made, unless you request a different method of communication.
11. The response to the complaint will include:
 - a) Whether the complaint has been found to be justified,
 - b) The reasons for the conclusion that it is justified,
 - c) What findings were made in the investigation,
 - d) If the complaint was substantiated, what remedial action was taken.
12. If the complainant is not satisfied with the Company's handling of the complaint, he/she is entitled to appeal:
 - a) for the purpose of out-of-court dispute resolution to the Office of the Financial Arbitrator at Legerova 1581/69, Prague 1, E-mail: arbitr@finarbitr.cz, data box ID: qr9ab9x,
 - b) for the purpose of reviewing the Company's actions to the supervisory authority, which is: the Czech National Bank, Na Příkopě 864/28, Prague 1, E-mail: podatelna@cnb.cz, data box ID: 8tgaiej.