



B-AMONG EVENTS & DÉCOR COMPLAINTS & FEEDBACK POLICY

Business: B-Among Events & Decor

Telephone: +256 782 684 258

Email: services@bamongevents.com

Website: www.bamongevents.com

Version: 1.0

1. OUR COMMITMENT

B-Among Events & Decor is committed to delivering professional, creative and reliable services.

We welcome feedback and take genuine complaints seriously.

2. RAISING A COMPLAINT

A complaint should be submitted as soon as reasonably practicable.

Complaints may be submitted by:

Email: services@bamongevents.com

Telephone: **+256 782 684 258**

3. INFORMATION TO INCLUDE

Where possible, the complaint should include:

- client's name;
- event date;
- event or booking reference, where available;
- service concerned;
- description of the issue;
- relevant supporting information; and
- preferred contact details.

4. REVIEW

B-Among will review the complaint and may contact the client for additional information.

Depending on the nature of the complaint, we may review:

- booking records;
- quotations;
- communications;
- photographs;
- supplier information;



- payment records; and
- other relevant information.

5. RESOLUTION

Where a complaint is found to be justified, B-Among will consider an appropriate resolution based on:

- the nature of the issue;
- the contractual obligations;
- services actually provided;
- circumstances surrounding the issue; and
- applicable law.

6. THIRD-PARTY SERVICES

Where a complaint concerns an independent third-party supplier, B-Among may assist in communicating the concern to the supplier where appropriate.

The third party may remain responsible for its own contractual obligations.

7. ESCALATION

Where a complaint cannot be resolved through direct communication, the parties may consider appropriate dispute-resolution mechanisms available under the applicable agreement and Ugandan law.

8. GOOD-FAITH COMMUNICATION

B-Among expects complaints to be communicated respectfully.

We will not tolerate threats, harassment, abusive conduct or deliberately false allegations directed at our personnel or service providers.

9. CONTACT

B-Among Events & Decor

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