



## Complaints Process

As a company, we pride ourselves on providing excellent customer service, our dedicated support team are on hand to support with any query that may arise. We understand sometimes we may not meet your expectations. If you wish to speak to one of our customer support advisors to raise a complaint you can contact our Customer Support Teams by email at [complaints@brightsg.com](mailto:complaints@brightsg.com)

To help us investigate your complaint efficiently, please include the following details in your email:

Customer Name

Company Name

Phone Number

Product

Detailed description of your complaint

## What happens next?

Our Group Head of Support and Group Head of Customer Success are jointly responsible for reviewing any complaints we receive. We will review all the information provided and will contact you to discuss and arrive at the best possible outcome.

Resolving your complaint and maintaining a high level of customer satisfaction are important to us - we will do our best to address your issue as quickly as possible.