



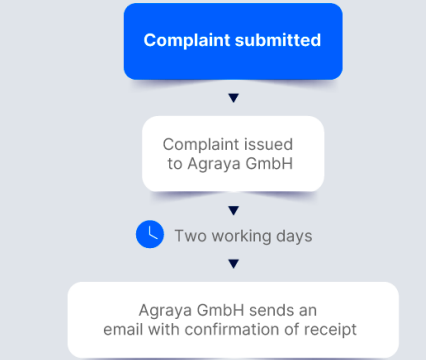
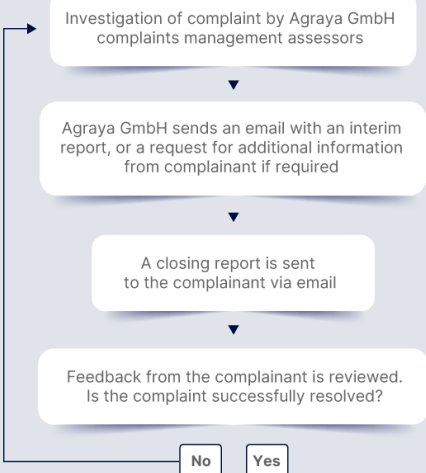
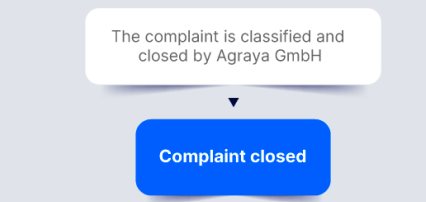
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# Complaint Management Process

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## Agraya GmbH Complaint Management Process

This process chart provides a visual overview of how complaints received by Agraya GmbH are investigated, as well as defining the associated responsibilities and timelines.

Process	Responsibility	Comment
	Complainant	Complaints are submitted via the dedicated online form.
	Agraya GmbH	<p>Complaints are categorized and prioritized by a complaints management assessor. If necessary, follow up actions are transferred to relevant experts.</p> <p>A closing report is usually provided within 15 working days.</p> <p>In cases where the investigation requires additional time, Agraya GmbH communicates this to the complainant.</p>
	Agraya GmbH	If necessary, follow up issues are transferred to the relevant department.