

Complaints handling policy

Insights Global strives to generate market reports, analyses, freight rates and other information with the utmost care to ensure the consistency and quality of the information provided. However, it is possible that customers occasionally will not be satisfied with the provided services of Insights Global and would like to notify us of this matter. Therefore, Insights Global provides you the following information which explains the handling of complaints concerning several matters.

In order to raise a formal complaint, it is possible to contact the office via telephone +31 (0)850662500 or send an e-mail to info@insights-global.com. In this e-mail, we would like to receive all relevant contact details in order to contact you regarding this matter.

After receiving the formal complaint, Insights Global will process this matter in the following manner:

- All complaints will be confirmed by e-mail by Insights Global within 24 hours (during weekdays) of the day of receiving the complaint.
- Insights Global will appoint the Quality Manager to investigate the complaint and determine the steps necessary and to take appropriate actions. If needed, Insights Global could refer the complaint to an independent third party, when the complainant is dissatisfied with the way the complaint has been handled. The contact details of this third party can be obtained from Insights Global on request when handling the complaint. This independent party will investigate the matter further and provide a written response to contact you about the following steps taken and the timeline.
- Insights Global will do its utmost to resolve the complaint as soon as possible. Normally, there will be a written response within fifteen working days after receiving the complaint with an explanation of the outcome and the course of action taken. However, if the complaint needs to have further investigation, Insights Global will notify the complainant and explain why the matter is not yet resolved and will indicate when a final response could be given.
- When there is a complaint regarding a certain freight rate assessment, Insights Global will investigate whether this complaint is valid and needs rectification. When Insights Global investigates the matter and concludes that the complaint is not valid, it has the right to ignore this complaint and publish the freight rates without any correction.
- Insights Global will retain all information regarding the complaint and the handling of the complaint for a minimum period of five years.