

Complaints & Dispute Policy

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Spotbarga Price Assessment & Methodology Complaint Policy

At Spotbarga, we take complaints seriously and have implemented a comprehensive complaints handling policy to ensure that any member of the Spotbarga Freight Index can submit a complaint regarding any issue relating to our price assessments and related methodologies. This policy outlines the steps we take to investigate and resolve complaints in a fair and timely manner

To ensure proper handling, a complaint must be designated as formal by the complainant in writing, explicitly stating their request for formal handling. The complainant must provide a detailed explanation of the background and attach any relevant materials or evidence where appropriate. This will enable Spotbarga to conduct a thorough investigation and provide an appropriate response. The complaint can be sent to info@spotbarga.com.

Spotbarga will provide written acknowledgement of all complaints within three (3) business days upon receipt.

Spotbarga will assign an individual to investigate any complaint and determine an appropriate course of action.

Spotbarga is committed to resolving complaints as quickly as possible. The goal is to provide a written response to the complainant within twenty (20) business days from the date of receipt of the complaint by Spotbarga. This response will explain any course of action being taken or recommended by Spotbarga.

If the scope of the complaint requires further investigation after twenty (20) business days, Spotbarga will write to the complainant to explain why the matter has not been resolved and indicate when a final response is likely to be made. Spotbarga recognizes the importance of timely and effective complaint resolution and will take all necessary steps to ensure that complaints are handled in a fair, transparent, and efficient manner.

A complaint may be referred to Spotbarga's legal adviser if, for example, it alleges fraud, ethical lapses, restraint of trade, or any other legal issue.

Where a complaint regarding a specific price assessment is determined by Spotbarga to be valid, Spotbarga may exclude retroactive price adjustments to price assessments.

If a complainant is dissatisfied with the way a complaint has been handled by Spotbarga, the complaint may be referred to an independent third party within twenty-five (25) business days from the time of the original complaint decision by Spotbarga.

Once a complaint is referred to an independent third party, the Independent Complaint Reviewer will promptly investigate the complaint and provide a written response to the complainant within a reasonable period from the date of referral.

Spotbarga will retain all information related to each complaint for a minimum period of five (5) years. This information will be securely stored and may be used to improve internal processes and procedures, as well as to respond to any subsequent inquiries or investigations.