WORKING WITH US

Complaint Policy

CROSSTALK LAB, LLC · Last updated 11 November 2026

Complaint Policy and Procedures

At CROSSTALK LAB, we are committed to maintaining high standards in all our courses, workshops, and services. We value feedback and aim to address any complaints swiftly and fairly. This policy outlines how complaints are monitored, managed, and resolved.

Monitoring

CROSSTALK LAB actively monitors feedback from participants, including complaints, to ensure continuous improvement. All complaints will be logged and tracked, and the data will be regularly reviewed to identify any patterns or recurring issues. We aim to use this information to enhance our services and ensure a high-quality experience for all participants.

Responsibilities

The primary responsibility for managing complaints lies with the relevant team, course instructor, or workshop facilitator. However, all CROSSTALK LAB staff are accountable for ensuring that complaints are handled professionally and in line with this policy. Senior management will be informed of any serious or unresolved complaints.

Communication

We encourage open communication and transparency when dealing with complaints. Complaints can be submitted through multiple channels, including email or phone. We will ensure that all complaints are acknowledged promptly and that the complainant is kept informed throughout the resolution process.

Equity & Diversity

CROSSTALK LAB is committed to handling complaints fairly and without discrimination. All complaints will be treated with respect, and our processes will be equitable, ensuring that individuals from all backgrounds, regardless of gender, race, religion, disability, or other protected characteristics, receive a fair response.

Procedure

- **Submitting a Complaint:** Complaints can be submitted via email, phone, or in person. Please include as much detail as possible, such as the nature of the complaint, the event or course in question, and any relevant dates.
- **Acknowledgment:** Upon receiving a complaint, we will send an acknowledgment within 3 business days, confirming that your complaint is being reviewed.
- **Investigation:** The relevant team or individual will investigate the complaint. This may involve reviewing course materials, speaking with instructors, or discussing the issue with

the complainant for further clarification.

- **Resolution:** We aim to resolve all complaints within 10 business days of acknowledgment. If more time is required, we will inform the complainant and provide updates on the progress.
- **Outcome:** The complainant will be notified of the outcome and any actions taken to address the issue. If the complainant is not satisfied with the resolution, they may request further review by senior management.

Contact Details

Complaints can be submitted through the following channels:

> **CROSSTALK LAB, LLC**
> 5th Floor, Digital Incubation Center, Ministry of Communications and Information Technology, Al Dafna, Doha, Qatar
> Email: info@crosstalklab.com · Phone: +974 77292920 · crosstalklab.com

Response

We are committed to responding to all complaints professionally, equitably, and efficiently. Our goal is to resolve issues as quickly as possible, ensuring that the complainant is satisfied with the resolution process and outcome. Should further steps be required, we will guide the complainant through any next actions or escalation procedures.