

The complaint management procedures apply to clients and potential clients.

Boerse Stuttgart cats GmbH is obliged to establish effective and transparent policies and procedures for the handling of complaints. The established internal procedures serve the purpose to handle the complaints promptly.

The client or potential client may hand in a complaint in writing (letter) or by email. Boerse Stuttgart cats GmbH will provide the client with a timely confirmation regarding the receipt of the complaint. In addition the client upon request will obtain further information regarding the procedures for handling of complaints. Please contact us in case you need more information in that regard. All complaints regarding our services can be addressed to:

email: catshelp@boerse-stuttgart.de

In writing: Boerse Stuttgart cats GmbH, Beschwerdemanagement, Börsenstraße 4, 70174-Stuttgart.