

**MATRIXFREEDOM – PRIVATE MEMBERS ASSOCIATION (“PMA”, “The Company”)  
COMPLAINTS POLICY AND PROCEDURE (the “Protocol”)**

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**INTRODUCTION:**

The company is dedicated to providing excellent customer service and maintaining a healthy Member relationship at all levels.

Our Complaints Policy provides information and procedures regarding how complaints are handled as efficiently and effectively as possible. As a Member, you are entitled to make a complaint to us.

**Our Responsibilities:**

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our Members with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep Members informed as to the progress of their complaint and the expected timeframe for resolution.
- Periodical review of our Complaints Policy so that we can improve our standard of customer service.

We want to resolve any Member complaint as soon as possible. Where a Complaint cannot be resolved by telephone, the following outlines our policy and procedures for the handling of written complaints.

**COMPLAINTS POLICY:**

1. The Member agrees to hold the PMA, its principals, owners, officers, founders, trustees, representatives, agents, affiliates, and staff harmless against any and all liability for any unintentional harm that may occur during membership and arising out of Member’s use of PMA’s Proprietary Materials, services, offerings or other benefits of membership, except for harm resulting from gross negligence or intentional misconduct on the part of the PMA.
2. The Member expressly and in good faith agrees to and affirms, without objection, the PMA’s Protocol of handling any disputes with the PMA directly as private association business (hereinafter “**Internal Complaint Handling**”), including the terms of Internal binding

arbitration set out below without resorting to public or pseudo-public courts, administrative bodies, or other public forums.

3. As part of the Internal Complaint Handling, the Member expressly and in good faith, without objection, hereby forever and irrevocably waives any and all rights to resolve any dispute with the PMA outside of this stated Protocol and in any public or pseudo-public court, administrative process, or other public or pseudo-public forum.

#### **COMPLAINTS PROCEDURE:**

Internal Complaint Handling shall be conducted as follows:

1. The Member will present the matter in dispute to the attention of the PMA in writing by completing a Complaints form at <https://matrixfreedom.life/complaints/> as per the following:

1. affirming and attesting to the nature of the dispute
2. the description of the claimed harm to the Member, and
3. a description of the Member's desired peaceable resolution,

giving the PMA reasonable time of no less than twenty-one (21) calendar days to respond (the "**Response**"), and allowing for continued deliberation and reasoned and peaceable dialogue beyond the initial twenty-one (21) day response period on the issue until the matter may be resolved to the satisfaction of both Parties. The Member agrees to engage in this phase of the dispute resolution process in the spirit of amicable cooperation with the intent of reaching a mutually acceptable and beneficial resolution.

2. Internal Binding Arbitration:

If the dispute is not resolved, Member may request in writing a binding Internal arbitration by three members. The binding mediation will be conducted pursuant to the PMA's rules and procedures or other similar arbitration rules and procedures, including rules and procedures drafted and agreed to by the parties. The binding arbitration may be conducted in person, remotely or telephonically with the objective of arriving at a peaceable and mutually acceptable and beneficial resolution between the Parties.

The Parties agree that the three-member council shall be vested with full authority to conduct and complete the binding arbitration, including determination of applicable law or standards, form and admissibility of evidence and testimony, application of law to facts including on ultimate issues in dispute, interpretation of this Protocol, member Agreement, Rules and NDA and other PMA-specific governing documents, application of all other standards and review necessary to complete the arbitration, and the exclusive discretion to make a final, unreviewable and binding award or judgement, which shall be by two-thirds (2/3) majority-vote. [L L L] [SEP SEP]

3. Limited Power of Courts:

Member acknowledges and agrees that the power and jurisdiction of any court or agencies shall be strictly limited to enforcement and execution of any ultimate binding judgment or award resulting from the required Internal Binding Arbitration proceeding herein. The Internal Complaint Handling shall be member's exclusive form of relief.

## F.A.Q

### What is a complaint?

A complaint is defined in our Rules:

“Any written expression of dissatisfaction, whether justified or not, about the provision of, or failure to provide a facilitated Solution which alleges that the Member has suffered (or may suffer) material distress or material inconvenience and relates to an activity of the PMA or of any other with whom the PMA has some connection in providing Solutions”

### How do I make a complaint?

Fill out our online form <https://matrixfreedom.life/complaints/>

### What information do I need to provide when I make a complaint?

Our aim is to resolve your complaint as quickly as possible. To help us do this, please give us:

- A description of your concern,
- What you'd like us to do to put things right,
- Your name and address,
- A phone number and the best time to contact you,
- Any relevant policy numbers and references.

### What happens after I've made a complaint?

Once you've made a complaint, we'll aim to contact you within 72 hours. We'll confirm that we're looking into your complaint and when you can expect a response. We'll also give you a unique reference number so we can find your record quickly.

### Our Response:

We'll always contact you to discuss our Response. We'll explain what we've found, what we plan to do as a result and why we made the decision. This may be over the phone, by email or by post.

We aim to deal with complaints as quickly as possible – this will usually be 15 days, and no longer than eight weeks. We'll keep you updated.

### How do I get an update on my existing complaint?

We'll give you regular updates, but if you feel there's extra information that will help us resolve your complaint, please use this email [complaints@matrixfreedom.world](mailto:complaints@matrixfreedom.world) to contact us.

### What if I'm not happy with the outcome of my complaint?

We're sorry if you're not happy with the decision we've taken. If you wish to take your complaint further, you can ask Internal Binding Arbitration to look into it for you.

The Internal Binding Arbitration is free, for finally resolving disputes between us. You'll need to apply to this email address [complaints@matrixfreedom.world](mailto:complaints@matrixfreedom.world) within 1 month of our Response letter.

### **Contacts:**

MATRIXFREEDOM – 0203 617 1838 and ask for the relevant product department

If you'd like to make a complain in writing, please complete the form at:

[www.matrixfreedom.life/complaints](http://www.matrixfreedom.life/complaints)