

## Feedback and Complaint Procedure

Feedback can be either positive or negative comments related to the goods, services, employees, facilities, or other aspects of Hootsuite.

A complaint is an expression of dissatisfaction related to the goods, services, employees, facilities, or other aspects of Hootsuite.

Feedback and complaints can come from a customer, employee, or any member of the general public.

Feedback and complaints may be submitted to Hootsuite by completing the [Accessibility Feedback and Complaint Form](#).

An employee of Hootsuite who receives feedback or a complaint will escalate the feedback or complaint to their manager, who will determine the response required.

An acknowledgement and response will be made to the complainant within three business days. If it is determined that a written response is required, a written response will be returned to the complainant in a timely manner, in a format that is understandable to the individual initiating the feedback.

If action is required resulting from submitted feedback, Hootsuite staff will communicate and work to determine appropriate next steps.

If an attempt to resolve the complaint by a manager fails, the complaint will be submitted to the People Team.

Customers or employees who provide formal feedback will be provided with a timely response in the format in which the feedback was received, along with information about any resulting actions that were taken based on the concerns or complaints that were submitted.