

XR2TRAIN

Complaints Policy

xr2train.com | ikigaico Ltd | Last Updated: March 2026

At xr2train.com, we pride ourselves on providing excellent digital training content and outstanding customer service. We value all feedback as an opportunity to learn and improve. This policy sets out how Ikigaico Ltd handles complaints in a fair, consistent, and timely manner.

1. Our Commitment

- Every written complaint will be acknowledged within two (2) working days of receipt.
- We aim to complete our investigation and provide a full response within twenty-eight (28) working days.
- All complaints will be treated with confidentiality and respect.
- We will use feedback from complaints to improve our services.

2. How to Submit a Complaint

You can submit a complaint through any of the following channels:

- Email: support@xr2train.com (subject line: COMPLAINT – [Your Order Reference])
- Post: Ikigaico Ltd, 5 Canon Court, Institute Street, Bolton, BL1 1PZ, United Kingdom

Please include the following information in your complaint:

- Your full name and email address.
- Your account username or order reference number.
- A clear description of your complaint and the outcome you are seeking.
- Any supporting evidence (e.g. screenshots, error messages).

3. Our Complaints Process

Stage 1: Acknowledgement

Upon receipt of a written complaint, we will acknowledge it within two (2) working days. If we require additional information from you, we will contact you at this stage.

Stage 2: Investigation

We will investigate the complaint thoroughly and fairly. Where a complaint raises matters of potential legal significance, we may seek legal advice. In such cases, our internal complaints process will be paused.

Stage 3: Resolution

We will provide a written response within twenty-eight (28) working days. Our response will include a summary of the complaint, the outcome of our investigation, and any actions taken or proposed. If the investigation requires more time, we will notify you of the delay and the expected timeline.

Stage 4: Appeal

If you are not satisfied with our resolution, you may appeal in writing within seven (7) working days of receiving our response. Your appeal will be reviewed by a senior member of staff not involved in the original investigation.

4. Billing & Payment Disputes

If your complaint relates to a payment, charge, or refund, please include your Stripe payment reference or order ID. We will liaise with Stripe where necessary to investigate billing discrepancies.

If you believe a charge has been made to your payment card without authorisation, you should also contact your bank or card provider directly, as they have their own dispute resolution processes.

5. Digital Content Complaints

If your complaint relates to course content quality, technical access issues, or Token redemption problems, please provide as much detail as possible, including the course name, the device and browser used, and a description of the issue. We will investigate and, where appropriate, provide a content replacement, Token credit, or other remedy at our discretion.

6. External Escalation

If you remain dissatisfied after exhausting our internal complaints process, you may seek further recourse through:

- Citizens Advice Consumer Service: www.citizensadvice.org.uk
- Trading Standards: Via the Citizens Advice Consumer Service.
- For data protection complaints: The Information Commissioner's Office (ICO) at www.ico.org.uk/concerns

We are not currently registered with a specific Alternative Dispute Resolution (ADR) scheme, but we are committed to resolving all disputes in good faith and in accordance with our legal obligations.

7. Contact

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This policy will be reviewed annually. Last reviewed: March 2026.