

Complaints Procedure

How learners, parents and mentors raise complaints and how Edly responds

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Complaints Procedure

This procedure forms part of the Public Offer, the Terms of Use and the Refund Policy. Operator: Individual Entrepreneur Rahimov Feruz Furqat o'g'li, TIN 30212931010013 ("Edly").

1. Who can complain

1.1 Any learner, parent, buyer, mentor, ambassador, partner or member of the public — about a Course, payment, refund, account, privacy, content, conduct or Edly's service.

2. How to complain

2.1 Write to info@edly.uz or send a letter to the registered address in the Public Offer. Give your name, contact details, the payment reference (if any), the problem and the outcome you want.

2.2 Child-safety reports are accepted anonymously too and are reviewed by a person within 24 hours.

3. Stages and time limits

Stage	Time limit
Acknowledge the complaint	within 2 working days (child safety: 24 hours)
Substantive reply	within 10 working days, or the shorter period the law sets
If you disagree — review by the founder	ask within 14 days of the reply; decision within 10 working days
External routes	You always keep the right to apply to the consumer-protection authority or the court

4. Remedies

4.1 Apology, correction, access restored, refund under the Refund Policy, credit towards another Course, content removal, account reinstatement or a process change.

5. No retaliation and confidentiality

5.1 No one who complains in good faith suffers any adverse action. Complaint data is used only to resolve the complaint and is kept under the Privacy Policy.

6. Records

6.1 Edly keeps a complaints register (date, type, outcome, time taken), reviews it monthly and uses it to improve the service.