



# **COMPLAINT HANDLING POLICY**

## Complaint Handling Policy

### COMPLAINT HANDLING POLICY

We endeavour to at all times provide the best level of service to our clients. However, if you feel you have cause to complain about the financial services provided by Notesco UK Limited you should write to the Compliance Officer at the address shown below, setting out the full details of your complaint:

Notesco UK Limited  
Tower 42,  
25 Old Broad Street,  
London – EC2N 1HN  
United Kingdom

Or by email: [Compliance@IronFX.co.uk](mailto:Compliance@IronFX.co.uk)

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, a daytime telephone number on which we can contact you, and if contacting us in writing, your account details. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

We are authorised and regulated by the Financial Conduct Authority, and we are covered by the Financial Ombudsman Service. We deal with any complaints in the following way:

- We always try to resolve a complaint quickly and amicably.
- Any complaint will be dealt with by our Complaints Officer, or by a suitable person appointed by him/her.
- We will acknowledge in writing any complaint within five working days of receiving it.
- If the complaint is made orally our acknowledgement letter will state our understanding of the nature of the complaint.
- If our investigation is not completed within four weeks, we will give the complainant a written progress report within the four-week period.
- By the end of an eight-week period from the date of receipt of the complaint, if the matter has not yet been concluded, there are two options:
  - (1) We will send a final response or decision letter.
  - (2) We will send a letter explaining why the investigation has not yet been completed, giving reasons for the delay and indicating when a final response can be expected. If the complainant is not satisfied with progress, and he/she is an eligible complainant, he or she may refer the matter to the Financial Ombudsman Service.
- When we have completed our investigation, we will inform the complainant in writing and this letter will state:
  - (1) The outcome of the investigation and the reasoning behind our decision.
  - (2) The nature and terms of any settlement considered appropriate.

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- (3) The complainant's right, (if applicable), to refer the matter to the Financial Ombudsman Service if he or she is not satisfied with the outcome. If you wish to contact them, you must do so within 6 months of our final response.

Contact details for the Financial Ombudsman Service are set out below:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Telephone: 0845 080 1800/ 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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Notesco UK Limited  
Tower 42, 25 Old Broad Street, London – EC2N 1HN, United Kingdom  
Telephone: +44 (0) 207 416 6670 • Fax +44 (0) 207 523 5379  
Website: [www.ironfx.co.uk](http://www.ironfx.co.uk)

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# CLIENT COMPLAINT FORM

### A. Client Information:

Name:	Account Number:
Address:	Telephone Number:

**B. Brief Summary of the Complaint:**

Please describe the product or service you are complaining about (*description, evidence, amount and what you would like us to do to resolve it*):

[illegible]

*Please enclose any relevant documentation that may help us in dealing with the complaint.*

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Date and place

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Client Signature

<b><u>For internal use only:</u></b>	
Complaint Received By:	Date:
Acknowledgement sent to Client within 48hrs:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Informed Client of initial action:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Final response provided to Client within 4 weeks:	<input type="checkbox"/> Yes - <input type="checkbox"/> No
Holding response provided to Client:	<input type="checkbox"/> Yes - <input type="checkbox"/> No - <input type="checkbox"/> N/A
List of further actions taken as per holding response:	
Signature of compliance officer:	Date: