

# COMPLAINTS HANDLING POLICY

## Introduction and Objective:

Foreign Money Ltd ("FML") is committed to providing excellent customer service and ensuring that any complaints received are handled promptly, fairly, and transparently. The objective of this policy and procedure is to outline the process for handling complaints.

## Definition of a Complaint:

A complaint is defined as any expression of dissatisfaction, whether oral or written, received from a client or potential client regarding our company's services or the conduct of our employees or representatives.

## Complaint Handling Principles:

Our company adheres to the following principles when handling complaints:

1. **Accessibility:** We ensure that our clients have easy access to our complaint handling process and understand how to submit a complaint.
2. **Fairness:** We treat all complainants fairly and impartially, regardless of their status or relationship with our company.
3. **Efficiency:** We aim to resolve complaints promptly, within reasonable timeframes.
4. **Transparency:** We provide clear and understandable information about our complaint handling process to complainants.
5. **Accountability:** We maintain records of all complaints and review them regularly to identify areas for improvement.
6. **Continuous Improvement:** We use complaint data to improve our services, systems, and procedures to prevent future complaints.

## Complaint Handling Procedure:

### 1.COMPLAINT SUBMISSION:

1. Clients can submit a complaint through various channels, including phone: +44 (0)20 3 146 1150), email: [complaints@foreign-money.com](mailto:complaints@foreign-money.com), letter, or in person: Foreign Money, 3 Willow Court, Oxford, OX3 9FQ.
2. Complaints should be addressed to the Complaints Department.

3. We encourage complainants to provide all relevant details, including their account information and the nature of the complaint.

## **2.COMPLAINT ACKNOWLEDGMENT:**

1. Upon receiving a complaint, we will acknowledge it promptly, typically within 3 business days.
2. The acknowledgment will provide information about the expected timeline for resolution.

## **3.COMPLAINT INVESTIGATION:**

1. Our Complaints Officer will investigate the complaint impartially.
2. The Complaints Officer will review all relevant information and may request additional details from the complainant, if necessary.
3. We aim to resolve complaints by the end of 15 business days after receiving it. If the resolution takes longer, we will provide regular updates to the complainant, explaining the reasons for the delay and the expected timeframe for resolution.

## **4.COMPLAINT RESOLUTION:**

1. Once the investigation is complete, we will communicate the outcome to the complainant in writing as our final response no later than 8 weeks after the receipt of the complaint.
2. If the complaint is upheld, we may offer appropriate redress or compensation, as applicable.
3. If the complaint is not upheld, we will provide a clear explanation of our decision and the reasons behind it.

## **5.COMPLAINT ESCALATION:**

1. If the complainant is dissatisfied with the outcome or resolution, they have the right to escalate the complaint.
2. If more than 35 business days for payment services and 8 weeks for investment options services provided by our company after the date of your complaint was received has passed and you have not received a final response, or you are dissatisfied with the outcome of the final response you have the right to complain to the Financial Ombudsman Service ("FOS"). The FOS can be reached

at: Exchange Tower, London, E14 9SR. Further information can be found on [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

3. We cooperate fully with any external dispute resolution services and regulatory bodies involved in the complaint resolution process.

## **Training and Staff Awareness:**

1. All employees and representatives involved in the complaint handling process receive appropriate training on the company's complaint handling policy and procedure.
2. We ensure that staff members are aware of their responsibilities, including treating complainants fairly, maintaining confidentiality, and handling complaints promptly and professionally.

## **Documentation and Reporting:**

1. We maintain a central register of all complaints received, including details of the complaint, actions taken, and resolutions.
2. Regular reports on complaints are prepared and shared with senior management to monitor trends, identify areas for improvement.
3. Complaints records are retained for 6 years after the last entry in the complaint record, all records are then deleted both electronic and paper.

## **Review and Improvement:**

1. We review our complaint handling policy and procedure periodically, considering feedback from complainants, changes in regulations, and internal audits.
2. Any necessary improvements to the policy or procedure are implemented promptly and communicated to relevant staff members.