



# COMPLAINT HANDLING POLICY

DLS Markets Limited

Authorised and regulated by VFSC Company Number 700455

## **1. Introduction**

This policy regulates effective, clear and fast handling of complaints submitted to DLS Markets Limited (hereinafter the “**Company**”) in relation to its services. The Company maintains Records of Complaints and measures taken their expedient resolution, in line with applicable Laws, Rules and/or Regulations.

## **2. Definitions**

### **A) Complaint:**

Means a statement of dissatisfaction by a client addressed to the Company relating to the provision of investment and/or ancillary services provided to the client by the Company.

### **B) Complainant:**

Means any person, natural or legal, who is a client of the Company.

## **3. Submitting a Complaint**

The Complainant, if possible, should report the event or the date of the occasion subject of the complaint to the Company as soon as possible. This is necessary to enable the Company to investigate the complaint as efficiently as possible.

Employees of the Customer Support Department shall receive and manage – first of all – complaints within the Company. Employees of the Customer Support Department shall help the Complainant in compiling and submitting the complaint. The Complainant must submit his/her complaints in relation to services rendered on the basis of the Client Agreement of the Company. The Client Agreement of the Company is available on the website of the Company. If employees at the Customer Support Department are unable to settle the complaint efficiently, the complaint will be escalated to the Compliance Department of the Company.

The Company manages all complaints equally and fairly, without any discrimination, in harmony with the procedure of this Policy.

The Complaints are handled by:

## **Customer Support Department**

If possible, all complaints must be settled without delay. Company employees forward all complaints submitted to the Customer Support Department. The Customer Support Department shall be responsible for settling complaints. The officers of the Customer Support Department will inform you of the appropriate process to follow.

If you are contacting us on behalf of another person, we may ask you to provide proof of that person's consent to your handling of their Complaint.

## **Compliance Department**

If employees at the Customer Support Department are unable to settle the complaint efficiently or within a short period of time, they will escalate the complaint to the Compliance Department of the Company. The Complainant, if he/she does not accept the solution offered by the Customer Support Department, is also entitled to approach the Compliance Department directly.

## **Response to Complaints**

The Company follows the outlined procedures to ensure that your complaint is resolved within a period of thirty (30) business days. This response, including the reasoning, is always communicated to the Complainant. Some complaints can be resolved more quickly depending on the facts and the nature of the Complaint. If the Complaint is more complex and takes longer than thirty (30) business days to resolve, we will communicate the reasons for the delay. Sometimes you are requested to supply additional information required for investigating the complaint.

When the complaint is submitted by another person or with a method unsuitable for establishing proper authorization of the submission, the Company may ask the person authorized to submit the complaint to confirm the complaint in question.

The Company adds correct, clear and unanimous reasoning to every decision brought down in order to settle complaints, which are mailed to the Complainant in writing. If the decision refers to legislation, its relevant regulations must also be included in the above reasoning.

## **Record Keeping of Complaints**

After settling the procedure, the Company shall preserve every written or electronic document related to complaints for a period of seven (07) years.

## Settlement of Disputes

If for any reason your complaint has not been resolved by the Company, then you can escalate your complaint to the Financial Commission (<https://financialcommission.org/dls-markets/>) within 45 days from the time of the incident. However, you must try to resolve your complaint with the Company first.