



COMPLAINT HANDLING POLICY

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Charleston Investments Ltd (hereinafter the 'Company') is committed to providing the highest standard of customer service. Responsiveness, efficiency, integrity, fairness, and quality are among the high goals that the Company sets for itself in all its dealings. In this respect, the Company remains alert and sensitive to customer complaints, which are treated with the utmost sincerity and fairness where the resulting preventive actions ensure continuous process improvement.

Procedure

1. The Compliance Department shall be responsible for handling Client complaints. Clients may register a complaint by sending an email to the Compliance Department at: compliance@charlestonmarkets.com. Clients should be sure to include a detailed description of their complaint and attach any supporting documentation.
2. If a Client's complaint is relatively straightforward it may be possible to resolve it quickly. If we are able to resolve a Client's complaint before the end of the fifth working day after it is received by us, we will send to the Client a confirmation of the action we took to resolve the Client's complaint. In all other cases we will send to the Client a written acknowledgement of his complaint within five working days.
3. The Client's complaint will then be investigated, and we will endeavour to complete our investigation and reach a conclusion within 20 working days. The length of time this will take will be determined by the complexity of the complaint and the extent of the investigation required. During our investigation we may ask the Client for additional information. If the Company is unable to provide a final response during this timeframe a holding response will be sent to the Client and an explanation shall be given stating the reasons why the Company has not been able to resolve the complaint as well as giving an estimated time to resolve the issue;
4. When the complainant has received the Company's final response he will have 8 weeks to respond. If no response has been received from the complainant indicating that he is still dissatisfied with the explanation then the Complaint will be considered as resolved;



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5. In the case where the complainant is still not satisfied with the Company's final response, then the complainant can refer his complaint with a copy of the Company's final response to the competent authorities for further investigation.

Client Records

The Client should provide all relevant documentations as well as any additional information requested by the Compliance Department in order to ensure all records are collected and the complaint is properly resolved on time.

All records will be kept safe as per local requirements and for a period of seven (7) years.

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