



COMPLAINT HANDLING PROCEDURE

We are committed to providing a high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us in the first instance at:

Complaints
Fixi Plc
1 King Street
London
EC2V 8AU
compliance@fixi.com

What will happen next

- We will send you an acknowledgement that we have received your complaint, enclosing a copy of this procedure.
- We will then investigate your complaint. This will usually involve passing your complaints to our Compliance Department, who will review the matter and speak to any member(s) of staff involved.
- Your complaint will be fully investigated and a response issued within 8 weeks.

We will contact you to either;

- Accept the complaint, and where appropriate offer redress; or
- Offer redress without accepting the complaint; or
- Reject the complaint giving reasons for doing so; or
- Contact you to explain why Fixi Plc is still not in a position to make a final response, we will provide reasons for the delay and indicate when we expect to be able to provide a final response.

If you are still unhappy

If you have been categorised as a Retail Client or are an eligible Professional Client, you have the right to refer the matter to the Financial Ombudsman Service (FOS). The FOS will only handle your complaint if Fixi Plc has been given the opportunity to handle your dispute in the first instance. You must notify the FOS within six months of our final response. The Financial Ombudsman Service can be contacted at:

The Financial Ombudsman
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

