

# Complaints Handling Procedure

## *Wealthyfox Wealth Management Limited*

### **1. Our Commitment**

At Wealthyfox Wealth Management Limited, we are committed to providing a high standard of service to all our clients. If you are dissatisfied with any aspect of our service, please inform us as soon as possible.

We investigate complaints promptly, fairly and impartially and will take appropriate action in line with the requirements of the Financial Conduct Authority (FCA) and guidance issued by the Financial Ombudsman Service (FOS).

### **2. What Is a Complaint**

A complaint is defined as any expression of dissatisfaction, whether oral or written, made by or on behalf of a client, relating to a regulated activity carried out by our firm, where the complainant alleges financial loss, material distress or inconvenience.

### **3. How to Contact Us**

Compliance Department Wealthyfox Wealth Management Limited

Address: Thames House, 2nd Floor 3 Wellington Street London SE18 6NY United Kingdom

Email: [complaints@wealthyfoxwm.co.uk](mailto:complaints@wealthyfoxwm.co.uk) Telephone: +44 07766229409

### **4. Informal Resolution (Within 3 Business Days)**

Where possible, we will attempt to resolve your complaint within three business days. If this occurs, we will confirm the resolution in writing, summarise your complaint and explain the outcome. We will also inform you of your right to refer the matter to the Financial Ombudsman Service if you remain dissatisfied.

### **5. Formal Investigation**

If the complaint cannot be resolved within three business days, we will follow our formal complaints procedure.

Acknowledgement: We will acknowledge your complaint within five business days.

Investigation: We will review all relevant documentation, communications and engage with any relevant third parties where necessary. Our aim is to provide a final response within eight weeks.

### **6. Final Response**

Our final response will include a summary of the complaint, our findings and conclusions, the reasons for our decision, and details of any redress offered where appropriate.

## **7. Financial Ombudsman Service**

If you are dissatisfied with our final response, or if we have not issued a final response within eight weeks, you may refer your complaint to the Financial Ombudsman Service free of charge.

Financial Ombudsman Service Exchange Tower London E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123 Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **8. Record Keeping**

We maintain records of all complaints received and the measures taken to resolve them. Complaints data is regularly reviewed to identify recurring issues and improve our systems and controls.

## **9. Continuous Improvement**

We treat all complaints seriously and use them as an opportunity to improve the quality of our services and ensure ongoing compliance with regulatory requirements.