

Creating a Complaints Handling and Processing Policy is crucial for a forex brokerage company like Giraffe Markets to ensure efficient and fair resolution of client complaints. This policy should outline the procedures for reporting, processing, and resolving complaints.

Giraffe Markets Complaints Handling and Processing Policy

Effective Date: 1st October 2023

1. Introduction

At Giraffe Markets, we are committed to providing the highest standards of service to our clients. However, we understand that issues may arise, and we are dedicated to promptly and fairly addressing any concerns or complaints. This Complaints Handling and Processing Policy outlines our procedures for reporting, processing, and resolving complaints.

2. Scope

This policy covers all complaints received from clients, affiliates, partners, or other associates regarding the services provided by Giraffe Markets.

3. Reporting a Complaint

a. Submission

Clients can submit complaints through one of the following channels:

- Email: Support@giraffemarkets.com
- Online portal : giraffemarkets.com

Email : Support@giraffemarkets.com

Website: www.giraffemarkets.com

b. Complaint Details

When submitting a complaint, clients should provide the following information:

- Their full name and contact details.
- A clear and concise description of the complaint, including relevant dates and supporting documents.
- Any previous correspondence related to the complaint.

4. Complaint Handling Process

a. Acknowledgment

Upon receiving a complaint, Giraffe Markets will send an acknowledgment of receipt within [Insert Timeframe], confirming that the complaint is under investigation.

b. Investigation

The complaint will be thoroughly investigated by our designated complaints handling team. This team will evaluate all relevant information and work toward a resolution.

c. Response

Giraffe Markets aims to provide a written response to the complaint within [Insert Timeframe] of acknowledgment. The response will include:

- A summary of the investigation.
- An explanation of the resolution or proposed solution.
- Information on further steps available to the client if they are not satisfied with the response.

d. Escalation

If the client is not satisfied with the response provided, they may escalate the complaint for further review. Giraffe Markets will provide details on the escalation process in the response.

5. Record Keeping

Giraffe Markets will maintain records of all complaints, including details of the complaint, actions taken, and the resolution. These records will be retained for a minimum of [Insert Retention Period] in accordance with regulatory requirements.

6. Confidentiality

All complaints will be treated with the utmost confidentiality, and client information will only be used for the purpose of complaint resolution.

7. Regulatory Authorities

Clients have the right to escalate their complaints to relevant regulatory authorities if they remain dissatisfied with Giraffe Markets' resolution.

8. Review and Updates

This Complaints Handling and Processing Policy will be periodically reviewed and updated to ensure its effectiveness and compliance with regulatory changes.

9. Contact Information

For any questions or to submit a complaint, please contact us at:
support@giraffemarkets.com