

Arjent Limited Complaint Handling Procedures

Introduction

Arjent Limited takes any complaints it receives very seriously and aims to deal with all complaints promptly and fairly. We are regulated by the Financial Services Authority and bound by the decisions of the Financial Ombudsman Service.

This procedure sets out how Arjent Limited will handle your complaint and the further rights that you have should we be unable to resolve the issue to your satisfaction. These procedures follow the requirements as set down by our regulator, the Financial Services Authority.

Procedure

On receipt of a complaint:

- We will record your complaint in the firm's complaints log
- We will write to you and provide you with a letter acknowledging your complaint as soon as possible but in any event no later than within 5 business days of receipt. We will also advise you of the details of the person handling your complaint.
- We will investigate your complaint impartially and using all reasonable means and information available to us

Within 4 weeks of receipt of your complaint:

- Within 4 weeks of the receipt of your complaint we will write to you again with our final substantive response confirming whether your complaint has been upheld or rejected and with details of any appropriate redress or remedial action.
- If we have not been able to complete our investigation within four weeks, we will write to you again and explain the progress that has been made and the reasons for any delay
- If you remain dissatisfied following receipt of our final response, you will be able to refer the matter to the Financial Ombudsman Service (FOS). You should be aware that if you intend to refer a complaint to the FOS, you should do so within 6 months of the date of the final response letter.

Within 8 weeks of receipt of your complaint

- We will provide you with a final substantive response detailing the outcome of our investigation with details of any redress or remedial action as appropriate. We will also detail your rights in respect of the Financial Ombudsman Service.
- If we are unable to provide you with a final substantive response, we will still write to you explaining why and that you may now refer your complaint to the Financial Ombudsman Service (if we believe you are eligible to do so).

Your Classification

You should be aware that these procedures as set down by the FSA are in respect of “retail clients” which is a required client “type” under FSA rules. If you are classified as a “professional client” or as an “eligible counterparty” then we will still follow the same procedures as if you were categorised as a “retail client”. However, you may not be able to refer to your complaint to the Financial Ombudsman Service (FOS).

If you decide to refer a complaint to, and it is accepted by, the FOS, Arjent Limited will, of course, cooperate fully in order to resolve the complaint to your satisfaction.

Referred complaints

If we have reasonable grounds that another firm may be solely responsible for the fault alleged in your complaint, we may refer it to the other firm within five business days of the date we become satisfied that another firm may be responsible. We will also advise you of this referral and include the other firm’s contact details.

If we have reasonable grounds to suspect we are jointly responsible with another firm for a fault alleged in your complaint, the above section will apply but in addition to this we will investigate our involvement and report the outcome of these investigations in the form of a formal response as soon as possible.

If we receive a referred complaint, it will be treated as if the complaint has been made directly to ourselves and all the usual timescales will apply with effect from the date of receipt from the referring company.

Record Keeping

We will retain a record of your complaint for the appropriate timeframes as set down by the FSA, which for Arjent Limited is expected to be at least 5 years, for the date your complaint is resolved.