

COMPLAINTS HANDLING PROCEDURE

For purpose of this policy, 'WE' refers to the Exchange and its Referees.

How we handle complaints

We always strive to provide products and services of the highest standard. However, we realize there could be times when you may want to complain about an aspect of our work. We take all complaints extremely seriously and do our best to resolve them satisfactorily as quickly as we can. The procedure outlined below applies to all complaints, whether they are received over the phone, by letter, fax or email.

Acknowledging your complaint

We will acknowledge your complaint in writing within one working day of receiving it. If we receive a complaint outside normal working hours, it is treated as if it had arrived at the start of the next working day.

Resolving your complaint

We will endeavor to resolve all complaints within two business days but not later than seven days of receiving it.