

## **FEEDBACK/COMPLAINTS HANDLING POLICY**



At The Investment Platform we are committed to providing you with the best service possible. However, we recognise that sometimes things can go wrong. Letting us know when the client is not happy with our service provides us with the opportunity to put it right, and helps us to improve our service for all of our customers.

### **How to make a complaint**

Our Clients may write to us here:

Email Address: [info@theinvestmentplatform.co.uk](mailto:info@theinvestmentplatform.co.uk)

Physical Address: The Investment Platform  
c/o Open Skies Management Services Ltd,  
2nd Floor Ebene House,  
33 Cybercity, 72201 Ebene,  
Republic of Mauritius

The Complaint shall first be directed to our Administration Team, who are empowered to handle complaints in the first instance, and it is preferred they are dealt with promptly at the initial point of contact i.e. resolved on the spot. In case that no immediate solution is found, it is advised that the complainant submits his/her complaint in written form.

Within two days of the submission of the complaint, our team shall acknowledge receipt of the complaint.

### **Timeframe to resolve complaints.**

<b>Type</b>	<b>Timeframe to resolve issue</b>
Regular complaints	24 hours - 3 days
Medium / Complex issues	Up to 5 days
Very complex issues	Up to 10 days

The response shall be sent be in the form of a formal letter, on the Company's letterhead and signed by any of the Directors of the Company. The response can be sent by email but with original by registered mail.

If a complaint has not been resolved within the specified timeframe due to the complexity of the issue and requires additional time for investigation, the Administration Team shall email the client advising him/her of the status and expected resolution date if possible.

*The Investment Platform is a trading name of Satori Consultancy (MUR) Ltd  
Registered Office Address: 2nd Floor Ebene House, 33 Cybercity, 72201 Ebene, Mauritius  
Tel: +230 468 1044*

Appropriate measures should be taken to advise complainants that in case they are still aggrieved by the decision provided to them by the Bank or if they have not received a reply within 10 days as from the date the complaint was lodged, they may refer their complaint to the Board of Directors of the Company or to the Financial Services Commission or to Ombudsman for Financial Services.

The complaints to the Ombudsman for Financial Services may be sent to the address/contact details listed below:

Office of Ombudsperson for Financial Services  
8<sup>th</sup> Floor, SICOM Tower, Wall Street,  
Ebene Cybercity 72201

Telephone number: (230) 460 0473/4

Fax number : (230) 468 6473

Email: [ombudspersonfs@ofismauritius.org](mailto:ombudspersonfs@ofismauritius.org)

The complaints to the Financial Services Commission may be submitted via the link below:

<https://www.fscmauritius.org/en/consumer-protection/complaints-handling/complaints-form>

### **Investigation of Complaints**

Once we receive a complaint, we shall: -

- (a) investigate the complaint competently, promptly and impartially;
- (b) assess fairly the subject matter of the complaint and see whether the complaint should be upheld and what remedial action or redress (or both) may be appropriate;
- (c) offer any redress or remedial action which is appropriate;
- (d) explain to the complainant, in a way that is fair, clear and not misleading, its assessment of the complaint, its decision on it, and any offer of remedial action or redress; and
- (e) comply promptly with any offer of remedial action or redress which the complainant accepts.
- (f) To avoid any conflict of interest, the complaint will be investigated by someone who has not been directly or indirectly involved in the complaint.



**The Company will:**

- (a) make available resources needed to ensure the efficiency and effectiveness of a complaint management system. Resources comprise staff, appropriate training and technology.
- (b) With a view to continuously enhance the level of customer service, will provide appropriate training to its staff in order to improve their competence in Customer Care.