

Complaint Policy

VarsoviaFX Ltd aims to provide a professional service to our customers of the highest standard, and to respond to all enquiries in a helpful way. We recognise that, as with every organisation, the level of service we provide may sometimes fall below the standard we aim for, and which customers are entitled to expect. If you believe this has happened, we would like to know about it, so that we can help resolve whatever problem you have experienced, and so that we can learn where things went wrong.

If you wish to make a complaint, you can do this in writing by means of a letter, e-mail – or by phone. In the case of e-mails, we ask our customers to indicate whether they will prefer our reply to be sent by this method, and if not, then we ask them to state their phone number or mailing address. We will need to know exactly what happened and when, and what went wrong. We will contact you within 5 working days of receiving your complaint to advise you that we are looking into it, and when you can expect to hear back from us.

In the first instance, complaints will be referred to the member of staff who dealt with the incident when it occurred. This will allow us to provide precise information, including the steps being taken to resolve the issue. We will do our best to deal with the complaint thoroughly, and provide a timely response. We will respond fully to your complaint in writing within 15 business days. In exceptional circumstances, where the answer cannot be given within this timescale for reasons beyond our control, we will explain the reasons for the delay and provide a final response no later than 35 business days after receipt of the complaint. Our first response to a complaint should result in a satisfactory resolution of the problem. However, if you are not satisfied with our answer, you may send a letter to our Complaints Specialist, who will examine the case afresh. Our Complaints Specialist is:

Robert Kaczmarek

e-mail: complaints@varsoviafx.com,

address: Suite 2 Alexander House, 7 Oaklands Gate, Northwood HA6 3AA

Tel: 0208 099 4933

Our Final Decision

Our Complaints Specialist will re-examine the complaint thoroughly, and will write to let you know the outcome within the 35 business-day period from when the complaint was first received. This will be a detailed letter which will describe what we found to have happened in your case, why we made our decision, and what we intend to do as a result of your complaint. The decision of our Complaints Specialist will constitute our final decision. If you feel that the outcome of a complaint at this stage is unsatisfactory, you may ask the Financial Ombudsman Service (FOS) to review the case, but you must do so within 6 months of the date of our final decision letter. A complaint to FOS will not affect your statutory rights. FOS is an independent service for resolving disputes between financial services institutions and their customers, and their service is free. The address you should write to is:-

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

E-mail: complaint.info@financial-ombudsman.org.uk

Tel: 0800 0 234 567 or 0300 123 9 123

Online: financial-ombudsman.org.uk

These details will always be included with our final decision, together with a statement of your right to refer the matter to FOS. We aim to reach our final decision on all complaints within 8 weeks from the date they are notified to us. If, for any reason, this is not possible, then we will state the cause for this, and appoint a new deadline for resolving it.

If you are reading this, it may be because something has gone wrong. We are sorry if this has happened; we can assure you that your complaint will be looked into thoroughly and we will use our best endeavours to put the matter right.