

**Complaints Procedure**

This document is a guide that outlines our complaints procedure, which will give you a prompt and a fair response.

A complaint is a statement formalizing the dissatisfaction from a client or a prospect. A complaint may be made in writing (e.g. letter, e-mail...) or orally. Requests for information, clarification, service or assignments are not complaints.

Submitting a complaint is free of charge.

Any complaint can be addressed to your usual contact by phone or email, or can be filed to the complaint handling service:

**How To Contact Us**

If you need to contact us, you can do this by:

**Telephone:** +33 1 87 16 12 02

**Email:** RJOFRiskCompliance@rjobrien.com

**Letter:** 121 Avenue Malakoff, 75016 PARIS

Please, where possible, provide any reference numbers that you may have.

**How We Will Deal With Your Complaint**

* When we receive your formal complaint, which should be submitted to us in writing, we will acknowledge receipt of your complaint within 10 business days.
* We will ensure that your complaint is dealt with fairly and thoroughly and investigated by a trained complaint handler.
* Your complaint will be investigated as soon as possible. However, we aim to provide a final response within eight weeks of receipt of your complaint. If we are unable to provide a final response within eight weeks, we will write to you providing details of our progress and when you will receive a final response
* We will advise you of our decision based on our findings in a full written final response to your complaint. This written response will also contain details of our investigations.