



Trusted
by trader

Complaint Handling Policy

Earthdex FX Limited, Ground
Floor, the Sotheby Building,
Rodney Village, Rodney Bay,
Gros-islet, Saint Lucia

www.earthdexfx.com

Complaint Handling Policy

Effective Date: 20/06/2024

1. Introduction

At Earthdex FX, we are committed to providing high-quality services and maintaining trust with our customers. This Complaint Handling Policy outlines our approach to managing customer complaints in a fair, timely, and effective manner.

2. Objective

The objective of this policy is to ensure that complaints are handled in a consistent, fair, and reasonable manner. We aim to:

- Provide an accessible and transparent process for customers to raise complaints.
- Resolve complaints efficiently and fairly.
- Use feedback from complaints to improve our services.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether oral or written, about the service, actions, or lack of action by Earthdex FX, its employees, or agents.

4. How to Lodge a Complaint

Customers can lodge a complaint through various channels:

- **Email:** support@earthdexfx.com
- **Telephone:** +61 3 9028 8661
- **Mail:** Earthdex FX Limited, Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-islet, Saint Lucia
- **In Person:** At any of our branch offices

5. Information Required

When lodging a complaint, customers should provide the following information:

- Full name and contact details (email, phone number, and address)
- A detailed description of the complaint
- Any relevant documents or evidence
- The desired resolution or outcome

6. Acknowledgment of Complaints

We will acknowledge receipt of a complaint within [Insert Number] business days. The acknowledgment will include:

- Confirmation that the complaint has been received
- An outline of our complaint handling process
- An expected timeframe for resolution



7. Complaint Handling Process

Our complaint handling process includes the following steps:

- **Assessment:** The complaint will be assessed to determine its nature and severity.
- **Investigation:** A thorough investigation will be conducted, gathering all relevant information and evidence.
- **Resolution:** We will strive to resolve the complaint promptly. If a resolution cannot be achieved within 5 business days, we will provide regular updates on the progress.
- **Communication:** The customer will be informed of the outcome in writing, including any corrective actions taken.

8. Escalation Process

If a customer is not satisfied with the resolution of their complaint, they can request an escalation. The escalation process includes:

- Review by a senior manager or a designated complaint handler
- Further investigation and reconsideration of the complaint
- Final decision and communication to the customer

9. External Resolution

If a complaint cannot be resolved internally, customers may refer their complaint to an external body

10. Record Keeping

We maintain comprehensive records of all complaints received, including details of the investigation and resolution. These records are kept for a minimum of 5 years and are used to identify trends and improve our services.

11. Confidentiality

All complaints are handled with the utmost confidentiality. Information related to complaints is only shared with individuals directly involved in the resolution process.

12. Continuous Improvement

We regularly review our complaint handling process to ensure its effectiveness. Feedback from complaints is used to identify areas for improvement and implement changes to enhance our services.

13. Contact Us

If you have any questions or concerns about our Complaint Handling Policy, please contact us at:

Earthdex FX Limited
St. Lucia
support@earthdexfx.com

