



# Complaints procedure

**SABLE**  
INTERNATIONAL

SABLE INTERNATIONAL FX (PTY) LTD

---

## Complaints

*What is a complaint? What do we do if  
we receive a complaint?*

## A complaint is

Any expression of dissatisfaction from or on behalf of a customer, whether oral or written and whether justified or not

## Explaining the complaints process to clients

A copy of the complaints procedure must be given to any client who requests it and to any complainant with the acknowledgement letter. Leaflets are available from The Financial Ombudsman Service regarding complaints.

## What do we do if we receive a complaint?

All complaints whether they are oral or written must be referred immediately to the person responsible for complaints handling even if the complaint has already been resolved by an apology.

Any oral or written statement by a client which might be considered a complaint must be referred to Timothy Powell the Complaints Officer so that he can determine whether it is a complaint or not.

The remaining sections apply only to complaints, which meet the following definition:

1. the complaint is made by or on behalf of an eligible complainant (i.e. a private customer);
2. the complaint relates to the regulated activity;
3. the complaint involves an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience; and
4. the complaint has not been resolved by close of business on the day following receipt.

**It is the firm's policy to treat all complaints, whether regulated or not, according to the Complaints Procedure below:**

## Complaints Procedure

In relation to all written complaints, the Complaints Officer will acknowledge the complaint in writing within 5 business days.

In relation to all oral complaints, the Complaints Officer will acknowledge the complaint in writing within 5 business days, setting out her understanding of the complaint and inviting the client to confirm in writing the accuracy of that statement.

The acknowledgement letter will outline the result of the investigation if complete.

If it has not been completed, the acknowledgement letter will confirm that the company:

- a. will investigate the complaint and respond within 4 weeks;
- b. highlight that if the investigation is not completed within 4 weeks following the initial receipt of the complaint, the client will be informed of the reasons for the delay; and
- c. point out that on completion of the investigation the client will be informed of the outcome and options available to him.

*A copy of this complaints procedure summary for clients will be enclosed with the acknowledgement letter.*

### RECEIVING A COMPLAINT

### DEFINITION OF A COMPLAINT

### ACKNOWLEDGING THE COMPLAINT

## Forex

**INVESTIGATION**

The Complaints Officer will investigate all complaints and may, where she considers it necessary, consult the adviser/member of staff whose actions or omissions gave rise to the complaint. The investigation will include a review of the client file, and may where necessary involve contact with third parties to obtain information.

If the Complaints Officer is subject to the complaint, the investigation will be conducted by another manager or director.

Immediately on completion of the investigation the Complaints Officer will write to the client notifying him of the outcome of the investigation, the nature and terms of any settlement, and that if client is not satisfied with the outcome that he may refer the matter to the Financial Ombudsman Service. The letter must also point out that this should be within the next six months or he/she may lose the right to take the complaint to the Ombudsman. The letter must incorporate the name, address and telephone number of the Ombudsman and a leaflet which explains the Ombudsman arrangements.

Any compensation offered must be fair and the basis of calculation should be explained to the client.

If the investigation is not concluded within 4 weeks, the Complaints Officer will write to the client informing him that the investigation is continuing and the reasons for the delay and when she expects to be able to contact the client again.

If the investigation is not concluded within 8 weeks, the Complaints Officer will write to the client informing him of the reasons for further delay and that if the client is not satisfied with progress he may refer the complaint to the Financial Ombudsman Service.

**CLOSING THE COMPLAINT**

A final letter will be issued to the client setting out the result of the investigation and offering redress if appropriate as outlined under the Investigation section above.

The letter will point out that this should be within the next six months or he/she may lose that right. The letter must incorporate the name, address and telephone number of the Ombudsman and a leaflet about the Ombudsman's arrangements.

Where the firm receives confirmation from the client that he/she is satisfied the findings of investigation and any resolution, the complaint will be considered closed by the Complaints Officer.

Where no confirmation has been received from the complainant within 8 weeks of the firm's final response, the complaint will also be considered closed.

**● Where a complaint goes to the Ombudsman**

The firm will co-operate fully with the Ombudsman in resolving any complaints made against it and agrees to be bound by any awards made by the Ombudsman.

The firm undertakes to pay promptly the fees levied by the Ombudsman.

**● Staff Understanding**

All staff (including all administration and secretarial staff) to be given a copy of this procedure and to sign their acknowledgement of receipt, understanding and agreement to act within the requirements in all cases.

**Forex**