



Trusted  
by trader

# Complaints Managements Policy

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

[www.earthdexfx.com](http://www.earthdexfx.com)

## Complaints Management Policy

At EarthDex FX, we are committed to providing exceptional service and ensuring customer satisfaction. Our complaints management policy is designed to handle any concerns or complaints efficiently and transparently. This policy outlines the procedures we follow to address and resolve complaints related to our services.

### Policy Statement

EarthDex FX values customer feedback and views complaints as an opportunity to improve our services. We are dedicated to resolving issues promptly and fairly to maintain trust and satisfaction among our clients.

### Scope

**Who Can Complain:** This policy applies to all clients, potential clients, employees, and stakeholders who interact with EarthDex FX.

**Types of Complaints Covered:** We address complaints related to our trading platform, customer service, account management, transactions, and any other aspects of our Forex brokerage services.

### Complaint Submission Process

#### How to Submit a Complaint:

- **Online Form:** Visit our website and fill out the complaint form available under the "Support" section.
- **Email:** Send an email to [support@earthdexfx.com](mailto:support@earthdexfx.com) with detailed information about your complaint.
- **Phone:** Call our customer service hotline at +61 3 9028 8661 to speak with a representative.
- **Mail:** Send a written complaint to Earthdex FX Limited, Ground Floor, the Sotheby Building, Rodney Village, Rodney Bay, Gros-islet, Saint Lucia
- **Required Information:** When submitting a complaint, please provide your full name, account number (if applicable), contact information, a detailed description of the issue, and any supporting documents.

### Acknowledgment and Response

**Acknowledgment of Receipt:** We will acknowledge receipt of your complaint within 24 hours.

#### Investigation and Resolution:

- **Initial Review:** A representative will review your complaint and may contact you for further information if needed.
- **Investigation:** We will investigate the complaint thoroughly, considering all relevant information and circumstances.



- **Resolution:** We aim to resolve all complaints within 15 business days. If additional time is required, we will inform you of the delay and provide a revised timeframe.

## Escalation Process

### Escalation Pathways:

- **Customer Service Manager:** If you are not satisfied with the initial resolution, you can request to escalate the complaint to the Customer Service Manager.
- **Compliance Department:** If the issue remains unresolved, it will be further escalated to our Compliance Department for a detailed review.
- **External Bodies:** If you are still not satisfied with the resolution, you have the right to escalate the complaint to external regulatory bodies such as the Financial Conduct Authority (FCA) or other relevant authorities.

**Review Mechanism:** Unresolved complaints will be reviewed periodically by our senior management to ensure fair handling.

## Confidentiality and Privacy

**Data Protection:** All personal information provided during the complaint process will be handled in accordance with our Privacy Policy and applicable data protection laws.

**Anonymity Options:** Customers can choose to submit complaints anonymously; however, this may limit our ability to investigate and resolve the issue.

## Communication and Feedback

**Regular Updates:** We will keep you informed about the progress of your complaint at regular intervals.

**Final Decision:** Once a final decision is made, we will communicate it clearly along with an explanation. If your complaint is not upheld, we will provide reasons for our decision.

## Continuous Improvement

**Analysis and Reporting:** We regularly analyze complaint data to identify trends and areas for improvement. This helps us enhance our services and prevent future issues.

**Policy Review:** Our complaints management policy is reviewed annually to ensure its effectiveness and compliance with regulatory requirements.

## Training and Awareness

**Employee Training:** All employees receive training on our complaints management process to ensure they can handle complaints effectively and professionally.



**Customer Awareness:** Our complaints management policy is accessible to customers through our website and customer service channels.

## **Conclusion**

At EarthDex FX, we are dedicated to resolving complaints efficiently and fairly. Our complaints management policy ensures that all concerns are addressed promptly, contributing to our commitment to exceptional customer service and continuous improvement.

