

## COMPLAINTS POLICY

### **DKK's Commitment to Complaints Handling**

DKK Partners Ltd is committed to maintaining the highest standards of professionalism and integrity in its business operations. We understand that, at times, concerns or issues may arise, and we want to assure you that your feedback is valued and taken seriously. Our Complaints Handling Procedure ensures issues are investigated fairly, objectively, and promptly, keeping trust and satisfaction our top priority.

### **How to Make a Complaint**

Complaints can be submitted through the following channels:

- Email: [clientsupport@dkkpartners.com](mailto:clientsupport@dkkpartners.com)
- Telephone: +44 (0)20 3205 7295
- Mail: Compliance Officer, DKK Partners Ltd, 4th Floor, 33 Cannon Street, London, EC4M 5SB

### **Complaints Handling**

We will review and investigate your complaint carefully, taking into account all relevant information and evidence. Our aim is always to provide you with a clear and fair response, along with any appropriate remedial action where necessary.

### **Outcome and Remedies**

- If the complaint is upheld, we will take appropriate action, which may include corrective measures, improvements to our processes, or other suitable solutions.
- If the complaint is not upheld, we will provide a clear explanation of our decision.

### **Escalation to the Financial Ombudsman Service (FOS)**

We aim to resolve all complaints directly and to your satisfaction. However, if you remain dissatisfied after receiving our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS).

FOS is the independent body established by UK Parliament to resolve complaints between consumers and financial services firms. Complaints relating to payment services provided through our authorised payments partner will be handled in line with applicable regulatory requirements, and you may have the right to escalate such complaints to FOS.

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Phone: 0800 023 4567 or 0300 123 9123

**Data Protection Complaints**

If your complaint relates to how we handle your personal data, you also have the right to raise it with the Information Commissioner's Office (ICO):

- Website: [www.ico.org.uk](http://www.ico.org.uk)
- Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)
- Phone: 0303 123 1113

ICO Registration Number: ZB374550

**Our Commitment**

We are dedicated to resolving any issues in a manner that ensures your confidence and trust in our services remain strong. Your satisfaction is our priority, and we are here to support you every step of the way.