

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: backoffice@dkkpartners.com
- Telephone: +44 (0)20 3137 3760
- 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.

External Escalation

We aim to resolve all complaints directly and to your satisfaction. DKK Partners Ltd is not authorised by the Financial Conduct Authority to provide regulated payment services. Customers should not assume that complaints concerning DKK Partners Ltd are eligible for referral to the Financial Ombudsman Service.

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
- Email: 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.