

## Complaints Handling Procedure Guide

**How can we help you?** GFH Partners Limited (the “Firm”) is committed to providing the highest standard of service to its customers. However, should there ever be an occasion when you feel that we have failed to honor our promise and that you need to complain, we will do everything possible to ensure that your complaint is dealt fairly, promptly and effectively.

The information provided here will show you how to:

- *Make a complaint*
- *Escalate if you are not satisfied with the response of your complaint*
- *Take further action if you are unhappy with the outcome*

**The quickest way to have your complaint addressed is to follow the procedure detailed below:**

### 1. Contact Person

Your complaint must be in writing and should be addressed to: ***The Complaint Officer, GFH Partners Limited.***

### 2. Submission of Written Complaints

You have several options to submit your complaint:

- Hand delivery to GFH Partners Office (reception) located at *Precinct 3-4th Floor-Unit 401, Level 4, Gate Precinct Building 3, Dubai International Financial Centre, Dubai, United Arab Emirates*
- Via Fax at +971 4 3637324
- Courier to the following address:

GFH Partners Ltd.  
Level 4, 401, Precinct Building 3  
DIFC  
PO Box 506544  
Dubai, UAE.

- Or scan and email the written complaint to: [info@gfhpartners.com](mailto:info@gfhpartners.com)

**Note:** Your complaint must be addressed to the “Complaint Handling Officer”. In compliance with the Complaints Handling Policy of GFH Partners Ltd, the Firm has delegated its Compliance Officer to ensure that your complaint is acknowledged, properly investigated, and that the Firms response is adequately communicated to you.

### **3. What happens once your complaint is submitted?**

- a) Once you have submitted your complaint, we will acknowledge within seven (7) business days.
- b) Your complaint will be referred to the concerned person/department, which will investigate it thoroughly. A written response detailing the outcome of our investigation and our decision shall be provided to you within four (4) weeks of receiving your complaint.
- c) In the unlikely event that your complaint is not answered within the timeframes mentioned in point 3(b), we will notify you in writing, explaining the reasons for the delay and the further actions we will take, including when we anticipate concluding our investigation. We will ensure that your complaint is resolved and/or a Final Response Letters is sent within 60 days from the date of receipt of the original complaint
- d) After receiving the final response to your escalated complaint, and if you are still not satisfied, you can write directly to the relevant department of the Dubai Financial Services Authority (the "DFSA") at the contact details provided below:

<https://www.dfsa.ae/Consumer/Complaints>

**Telephone:** +971 (0)4 362 1500

**Fax:** +971 (0)4 362 0801

Level 13 The Gate, PO Box 75850, Dubai, UAE

### **4. Our commitment**

At all times during this complaint process:

- You will be treated with courtesy;
- Your information will be treated with confidentiality;
- You have the right to enquire about the progress of your complaint.