

## COMPLAINTS PROCEDURE

If you have a query or you are dissatisfied, your first point of contact should be our Customer Support team via email [customerservices@lcg.com](mailto:customerservices@lcg.com) or telephone ([+44 \(0\) 207 456 7020](tel:+442074567020)).

For us to investigate your complaint quickly and efficiently, we need as much information from you as possible. This includes:

- your name and client reference number (if you have one)
- a clear description of your complaint
- details of any requests you may have (i.e. what you would like us to do to resolve your complaint); and
- copies of relevant documents, such as emails or screenshots.

Our Customer Support team will try to resolve your concern as quickly as possible. If you are happy with their proposed resolution of your case, we will treat your complaint as resolved and will provide you with Summary Resolution Communication (**SCR**) by the third business day following receipt of your complaint. The SCR will include the outcome of your complaint and will inform you if you have a right to refer your complaint to an alternative dispute resolution (ADR) entity (specifically, the Financial Ombudsman Service), or whether you may be able to take civil action.

If you are unhappy with the Customer Support team's proposed resolution, all of the details relating to your complaint will be sent to our Compliance department by the fourth business day following receipt of your complaint. The Compliance department will:

- Promptly send a written acknowledgement to you via email
- Investigate your dispute competently, diligently and impartially
- Keep you informed of the progression of its investigation of your complaint
- Send a 'final response' within eight (8) weeks after the complaint was received with its findings and conclusions. The final response will confirm whether the complaint should be upheld and whether or not any redress or remedial actions are proposed
- Inform you that if you are not satisfied with the response, you may be able to refer the complaint to an alternative dispute resolution (ADR) entity or take civil action.

The Compliance Department (who undertake the complaints management function) can be contacted at [compliance@lcg.com](mailto:compliance@lcg.com).

If you are an eligible complainant and (a) you have not received a final response within eight (8) weeks of making your complaint, or (b) you are not satisfied with the final response letter, **you have the right to refer your complaint to the Financial Ombudsman Service, free of charge.**

Further details for the Financial Ombudsman Service and how to refer a complaint will be provided in the Compliance department's final response. Please note that if you wish to refer your matter to the Ombudsman, you must do so within six (6) months of the date of the final response we send to you.

Address of the Financial Ombudsman Service:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)