IQ-EQ Complaints Information

Complaints Information Sheet

A complaint may be defined as any oral or written expression of dissatisfaction (justified or not) which alleges that financial loss, material distress or material inconvenience has been (or may be) suffered in respect of a trust company business service provided by IQ EQ (Jersey) Limited or any of our other in-house companies. We pride ourselves on the level of client service we provide and accordingly take complaints very seriously.

We will handle complaints in a fair, transparent, diligent and objective manner and in accordance with the timeframes outlined in this document

Stage One

Receipt of a complaint	It is our policy that all complaints be acknowledged in writing within two business days of receipt. Complaints are recorded by our risk and compliance function on a central register and are monitored and reported to senior management, including the Board.

Stage Two

Response to a Complaint	We will aim to provide a full response within four weeks of receipt of the complaint having undertaken a full review at senior management level. In the intervening time we will keep the complainant informed of progress. We recognise that it is not always possible to reach agreement with a complainant within a set period of time but any complaint that is not satisfactorily resolved within three months of receipt will be reported to the Jersey Financial Services Commission in accordance with the requirements of the Code of Practice for Trust Company Business, as issued by the Jersey Financial Services Commission.

Stage Three

Closure of a Complaint	We will advise the complainant in writing once the complaint is considered closed and, where the complaint is not upheld, reasons for it being rejected will be given. Where a full answer to the complaint has been provided but the complainant does not respond, we may write to them advising that if we do not hear from them within a reasonable specified period of time then we will treat the complaint as closed.