

Client Complaint Procedures



Document review and approval

Revision history

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Introduction

This document explains the procedures that Sidra Capital employees should follow when receiving complaints from clients. In addition, it also explains how to address clients complaints.

Responsibility

The following individuals are responsible for handling and taking proper actions to resolve clients' complaints:

Chief Executive Officer (CEO) / Deputy Chief Executive Officer (DCEO)

The responsibility of the CEO is to:

- Review the recommendation of the Client Complaint Investigation Committee (CCIC):
Members of the (CCIC) are:
 - Head of Legal – Chairman
 - Compliance Head – Secretary
 - Any other member to be invited by the Chairman
- Approve the decisions of the CCIC

Compliance Officer (CO)

The responsibility of the CO is to:

- Receive the complaints from clients
- Submit an investigation report to the CCIC and attend for Client
- Ensure compliance with CMA rules and regulation
- Report to CMA if needed

Role of Head of Legal (HL)

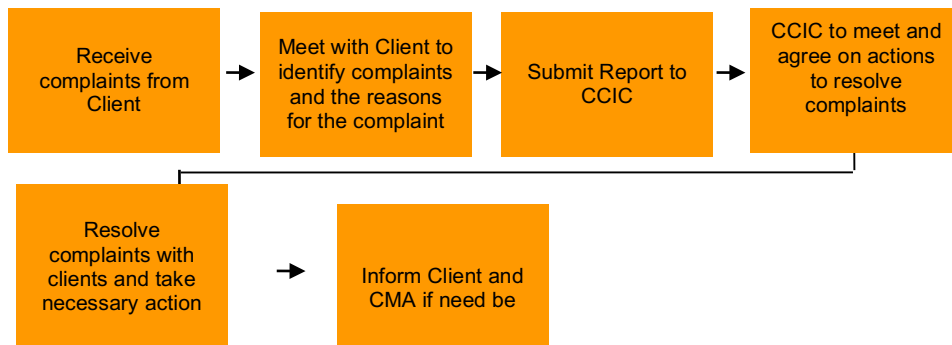
- Review the investigation Report.
- Prepare and submit CCIC Report and Recommendation to CEO/DECO for necessary action
- Take necessary action
- Inform Client of action taken and CMA (if needed)

Client Complaint Procedures

Client Complaint Procedures

Step	Responsibility	Description
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The following process flow summarizes the complaints handling procedures:



1	CO	➔ Receive complaints from Client and fill the attached complaint form.
2	CO	➔ Report and co-ordinate any relevant Heads of the Departments related to the Client complaint
3	CO	➔ Communicate with Client to clearly understand the reasons for the complaint
4	CO	➔ Document the complaint and send to CCIC
5	CCIC	➔ Discuss all the options available in resolving the complaint
6	CCIC	➔ Recommend appropriate action
7	CEO/DCEO	➔ Approve or Reject recommendation
8	CO	➔ Assure that the final decision is in compliance with CMA rules and regulation and report to CMA if needed
9	CO	➔ Communicate with the clients regarding the decision that will be taken to resolve the complaint

Client Complaint Procedures

Step	Responsibility	Description
		<ul style="list-style-type: none"> ▪ If Client agrees with the decision, proceed to step 11 ▪ If Client does not agree, proceed to step 9.1
9.1	CO	➔ Discuss with Client all the options until a satisfactory result is resolved and resubmit to CCIC for approval
9.2	CCIC	➔ Agree on Client's decision and seek approval from CCIC
10	CO	➔ Proceed with resolving the complaint
11	CCIC	➔ Record the complaint to prevent it from reoccurring
12	CO	➔ Assure the satisfaction of the Client

Annex 1

Client Complaint Form

You may use this form to send your complaint to the Compliance Officer.

Client Name	
Client Type	<input type="radio"/> Individual <input type="radio"/> Entity
Client ID	
Phone Number	
Email Address	
Type of Service	<input type="radio"/> Investment Fund <input type="radio"/> DPM <input type="radio"/> Advisory
Fund Name (if applicable)	
Relationship Manager Name	
Transaction Date	
Compliant Description	_____

Client Signature: -----

Date: -----

Compliance Officer Signature: -----

Date: -----