

Appendix 3

In this appendix underlining indicates new text and striking through indicates deleted text.



The DFSA Rulebook

Authorised Market Institutions

(AMI)

7 LICENSING REQUIREMENTS

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7.2 Licensing requirements

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Complaints

- 7.2.17** (1) An Authorised Market Institution must have effective arrangements in place for the investigation and resolution of complaints made against it.
- (2) An Authorised Market Institution must establish and maintain a register of complaints made against it and their resolution. Records of the complaints must be maintained for a minimum of six years.

Guidance

1. Procedures should be in place to acknowledge a complaint promptly, for making an objective consideration of the complaint and for a timely response to be sent to the complainant. The response should inform the complainant that, if he is not satisfied with the response, he should contact the DFSA.
2. Complaints should be fairly and impartially investigated by a person not involved in the conduct about which the complaint has been made. At the conclusion of the investigation a report should be prepared and provided to the relevant Key Individuals.
3. ~~GEN chapter 5 also imposes requirements on Authorised Market Institutions in relation to complaints.~~