

Establishing a clear and transparent **Complaints Handling Policy** is essential for building trust with your traders and meeting regulatory standards.

Here is a professional draft tailored for **Mercato Brokers**.

Complaints Handling Policy

At **Mercato Brokers**, we are committed to providing the highest level of service. However, we understand that things don't always go as planned. If you are dissatisfied with our services, we want to hear from you so we can make things right.

1. How to Submit a Complaint

If you have a concern regarding your account, a trade, or our services, please contact our Compliance Department. To ensure a swift resolution, complaints should be submitted in writing via email.

- **Email:** info@mercatorbrokers.com
- **Subject Line:** Formal Complaint – [Your Account Number]

2. Information Required

To help us investigate your case efficiently, please include the following in your email:

- Your full name and trading account number.
- A clear description of the issue.
- Relevant **Ticket IDs** (for trade disputes) or dates of the occurrence.
- Any supporting documentation or screenshots.

3. Our Resolution Process

We aim to resolve all disputes fairly and promptly. Once we receive your complaint, we follow this structured process:

Stage	Action	Timeline
Acknowledgment	We will confirm receipt of your complaint and assign a reference number.	Within 24–48 hours

Stage	Action	Timeline
Investigation	Our compliance team will conduct a thorough internal review of logs and data.	1–4 weeks (typical)
Final Response	We will provide a written explanation of our findings and any proposed solution.	Within 8 weeks

4. Our Commitment to Fairness

- **Impartiality:** Every complaint is handled by staff members who were not directly involved in the matter being complained about.
- **Transparency:** We will keep you updated if the investigation requires more time due to complexity.
- **No Cost:** There is no charge for filing a complaint through our internal process.

5. Technical Disputes

For disputes related to execution price, slippage, or liquidations, please ensure your complaint is submitted as soon as possible. Our technical team relies on server logs, and timely reporting allows for more accurate reconstructions of market conditions.

Note: This policy is designed to ensure that all clients of Mercato Brokers are treated with professional courtesy and that their concerns are addressed with the utmost integrity.