

Complaints Policy

Innova Global Limited is committed to providing high-quality services and responding promptly to the needs and concerns of its clients. The Company aims to resolve all complaints in a fair, consistent, and timely manner.

For the purposes of this Policy, a “**complaint**” is defined as any expression of dissatisfaction made by a client regarding the services provided by Innova Global Limited.

Procedure

Filing Complaints

Clients may submit complaints free of charge via email:

Email: support@innova-cap.com

Receiving Complaints

Upon receipt of a complaint:

- The complaint will be registered in the Company’s internal system and assigned a unique reference number;
- The complaint will be forwarded to the relevant department within **5 working days**;
- The client will be informed of the responsible department or personnel handling the complaint;

Where possible, minor complaints may be resolved immediately. However, staff members must not:

- Make binding commitments on behalf of the Company;
- Address legal or regulatory matters (e.g., best execution issues);
- Promise actions before a formal investigation is completed;

Complaint Details

The Company will record:

Manchester, United Kingdom, M3 5FS

- Client's name and contact details;
- Full details of the complaint (facts, causes, and outcome);
- Actions taken and investigation results;
- Dates and communications related to the complaint;

Personal data will be processed solely for complaint handling purposes and will be protected in accordance with applicable data protection laws.

Handling Complaints

All complaints will be investigated thoroughly by the relevant department. This may include:

- Reviewing internal records (emails, system data, etc.);
- Verifying facts with relevant staff;
- Requesting additional information if necessary;

The client will be kept informed throughout the process.

Upon completion:

- A report will be prepared outlining findings and recommendations;
- Management will review and issue a final decision;

The Company aims to respond within **one (1) month** from receipt of the complaint.

If additional time is required:

- The client will be informed of the reason for the delay;
 - A final response will be provided within a maximum of **three (3) months**;
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Escalation

If the client is not satisfied with the final response, they have the right to refer the complaint to the relevant regulatory or supervisory authority.