

Complaints Policy

At Mwali International Services Authority, we are committed to providing a fair and transparent platform for global investors, traders and players. We take all complaints seriously and strive to resolve them in a timely and efficient manner.

If you have a complaint about our services or the conduct of one of the licensed entities we regulate, you should first try to resolve it directly with the entity concerned.

However, we understand that in some cases a direct or amicable resolution is not possible. If you feel the need to escalate your complaint to the Regulatory Authority, we have created a formal complaints procedure, as outlined below.

Purpose

The purpose of this policy is to outline the process for handling complaints made to the regulator by customers of entities that are regulated by the regulator. It is important that complaints are handled promptly, fairly, and professionally to uphold the confidence and integrity of the regulatory process.

Definition of Complaint

A complaint is defined as any expression of dissatisfaction made by a customer of a regulated entity in relation to the conduct, actions, or decisions of the entity. This can include but is not limited to issues such as poor service, unethical behaviour, violations of regulations, or any other matter that affects the customer's experience.

Submission of Complaints

Customers of regulated entities may submit complaints to the regulator exclusively in writing via online form or email, accompanied by relevant documentation such as contracts and copies of correspondence. Complaints are not accepted by telephone. All complaints will be documented and logged in a central complaints register for tracking and monitoring purposes.

Handling of Complaints

Upon receipt of a complaint, the regulator will acknowledge receipt of the complaint within a specified timeframe and provide the complainant with a reference number for future correspondence. The complaint will then be assigned to an appropriate department or individual for investigation.

Investigation Process

The investigation of complaints will be conducted in a timely and impartial manner. The regulator will gather relevant information and evidence from both the complainant and the regulated entity to assess the validity of the complaint. The regulated entity will be given an opportunity to respond to the complaint and provide any relevant information.

Resolution of Complaints

Once the investigation is completed, the regulator will make a determination on the complaint and notify the complainant of the outcome. If the complaint is upheld, appropriate actions will be taken to rectify the issue and prevent similar occurrences in the future. If the complaint is not upheld, the regulator will provide reasons for its decision.

Reporting and Monitoring

The regulator will maintain records of all complaints received, including details of the complaint, investigation findings, and outcomes. Regular reports on complaints received and resolved will be submitted to management for review and monitoring purposes.

Review of Policy

This complaints policy will be reviewed periodically to ensure its effectiveness and relevance. Any updates or changes to the policy will be communicated to all relevant stakeholders.

Submitting a Complaint

To submit a complaint, please fill out the online complaint form on this web page. Provide as much detail as possible, including any evidence or documentation to support your claim.

You can also submit a complaint via email at legal@mwalieregistrar.com. Be sure to include your name, contact information, and a detailed description of the issue.

Acknowledgement of Complaint

Once we receive your complaint, we will send you an acknowledgment by email within 7 days. This email will include a reference number for your complaint.

Investigation of Complaint

Our team will investigate your complaint thoroughly and impartially. We may reach out to you for additional information or clarification during this process.

Resolution of Complaint

We aim to resolve all complaints within 28 days of receiving them. However, some complaints may require additional time for investigation and resolution.

Once we have reached a resolution, we will communicate our findings to you in writing. If you are not satisfied with the outcome, you have the right to appeal the decision.

Appeals Process

If you are not satisfied with the resolution of your complaint, you can appeal the decision within 7 days of receiving our final response. Provide any additional information or evidence to support your appeal.

Privacy and Confidentiality

We will handle your complaint with the utmost confidentiality and privacy. Your personal information will only be shared with authorized personnel involved in the investigation and resolution of your complaint.

If you have any questions or concerns about our complaints policy, please contact us at legal@mwalieregistrar.com

COMPLAINT FORM

Country of Residence:

First name:

Last name:

Email address:

Name of entity:

License Number of Entity:

Nature of complaint: Large text box

Documents

Please attach copies of all documents you have that relate to your dispute together with a copy of your passport or government ID for validation purposes. If your financial services provider has replied to you about your dispute, provide a copy of its response. Do NOT submit any documents containing personal or financial information such as credit card numbers.

I certify that the information contained in this complaint is true and correct.

Type name: