



# Complaints Procedure

APEX UK

August 2025

## 1. Introduction

Apex is committed to providing a professional, efficient services in all areas of its business at all times. We acknowledge that standards may not always be reached or may fall beneath those generally expected of us.

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns, and we will do our best to resolve any issues at this stage.

If you would like to make a formal complaint, then you can read our full complaints procedure here. Making a complaint will not affect how we handle your case. A written complaint can be sent by email to [London.Compliance@apexgroup.com](mailto:London.Compliance@apexgroup.com) or to the following address:

*4th Floor, 140 Aldersgate Street, London, United Kingdom, EC1A 4HY*

Where such cases arise, we endeavour to resolve related complaints promptly. Where the complaint cannot be resolved within 24 hours, we will adopt the following policy to ensure effective resolution of the complaint. We are also committed to communication how we are dealing with the complaint throughout the process.

## 2. Our Response

All employees within the Apex Group are required to apply the Group's Complaints policy with sets out timescales in order to acknowledge, investigate and resolve complaints.

In addition to seeking to resolve complaints, Apex is required to record complaints made against the Firm which will be used to assist us in enhancing our procedure and control environment and to mitigate against the possibility of identified matters re-occurring.

## Complaints Procedure Timeline

Timeline	Action
24 hours	Resolve informal complaints
10 business days	Acknowledge all written complaints
8 weeks	Notify you of the outcome of the investigation and of any action taken. If the investigation is not completed in this time we will notify you of the reason.

Apex's objective is to resolve a complaint as soon as practicable. However, for some cases more time may be needed due to the complexity of the matter or should we be dependent on third parties for further information.

### Investigation of your complaint

Complaints will be investigated by a Senior Manager of the Firm and reported to the Compliance Officer who will record and monitor its progress and resolution.

### Escalation of your complaint

If your complaint has not been resolved to your satisfaction within an 8-week period, it will be referred to a Director and the Firm's Head of Compliance who may contact you directly.

### 3. If you are not satisfied

Should Apex fail to resolve your complaint within 8 weeks of receipt of the complaint you may wish to consider requesting assistance from the Ombudsman, details as follows:

#### Financial Ombudsman Service

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Writing: The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Phone: 0800 023 4567 or 0300 123 9123