



# LANDMARK MARKETS LLC

## COMPLAINTS HANDLING

### PROCEDURE

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#### **Landmark Markets LLC**

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At Landmark Markets LLC, we are committed to providing exceptional service to our clients and resolving any concerns or issues promptly and fairly. This Policy outlines our approach to managing complaints effectively while ensuring transparency, fairness, and responsiveness.

## **1. Purpose**

This policy aims to ensure that all complaints are addressed consistently, fairly, and transparently, with the objective of reaching a resolution that satisfies our clients. We appreciate client feedback as it supports our commitment to improving services and upholding strong business ethics.

## **2. Defining “Complaint”**

A complaint refers to any client’s expression of dissatisfaction concerning the Company’s products, services, operations, or other business activities. This can involve issues such as service performance, product standards, staff behavior, or operational processes.

## **3. Submission of a Complaint**

Clients can submit complaints through email at [complaints@landmarkmarkets.com](mailto:complaints@landmarkmarkets.com)

## **4. Receipt of a Complaint**

Upon receiving a complaint, our team will carefully assess its nature and complexity. This review process ensures a clear understanding of the issue, enabling us to respond promptly and appropriately.

## **5. Investigating a Complaint**

The Company will conduct an internal review of the complaint by collecting relevant details, consulting with the parties involved, and analyzing the situation. The aim is to gain a complete understanding of the matter and determine an appropriate and fair solution.

## **6. Resolution of a Complaint**

We aim to resolve the complaint in a fair and reasonable manner, taking into consideration the details of the complaint, the impact on the client, and any applicable regulations or policies.



## **7. Record Keeping**

Every complaint will be recorded and managed following the Company's internal record-keeping policies. The records will cover the complaint details, the steps taken during the investigation, and the final outcome. All documentation will remain confidential and be securely stored.

## **8. Continuous Improvement**

We appreciate client feedback and consider complaints a valuable chance to enhance our services. Regular reviews of complaint patterns and resolutions will be conducted to spot improvement areas and promptly address any recurring problems.

## **9. Escalation of a Complaint**

If the issue is complex, the company may refer it to the Compliance Department. The matter will be escalated to the Compliance Officer, who will take appropriate actions to ensure it is reviewed and resolved by the Company's Management.

## **10. No Time Bound Obligation**

Although we strive to resolve complaints promptly, there is no fixed timeframe for handling them. Each case will be managed according to its complexity, the necessary information, and the specific context. We remain committed to conducting a thorough review and providing a well-considered response to every complaint.

## **11. Confidentiality**

We take client confidentiality seriously and will handle all complaints in a confidential manner, ensuring that only authorized individuals are involved in the investigation and resolution process.