

## Complaints Management Policy

At Flux Markets, we strive to providing a high standard of service to all our clients. However, we understand that sometimes things can go wrong or there can be misunderstandings which can lead to dissatisfaction.

As a company regulated in the UK by the Financial Conduct Authority, we are committed to treating our clients fairly and put things right where we are at fault.

This page explains how you can raise a complaint and what you can expect from us in handling it. This page also gives you more information on how to escalate complaints to the Financial Ombudsman Service when you remain dissatisfied with the outcome of your complaint after we have dealt with it.

### 1. How to raise a complaint?

You can raise a complaint with us using any of the following methods:

- **By email:** [compliance@onyxcapitaladvisory.com](mailto:compliance@onyxcapitaladvisory.com).
- **By phone:** +44 203 869 0757 (Monday to Friday, 8 AM to 6 PM UK time).
- **By post:** Using the details below.

Compliance Department  
95 Cromwell Road,  
Second Floor,  
London,  
United Kingdom  
SW7 4DL

*Please ensure you set out your complaint (ideally in writing), and our team will conduct an impartial review to understand the situation and determine if we have fulfilled our obligations fairly.*

### 2. How do we handle your complaint?

- **Acknowledgement:** we will acknowledge your complaint promptly.
- **Investigation:** your complaint will be investigated thoroughly and impartially by a trained member of our team.
- **Final Response:** we will provide a written final response as promptly as possible, but no later than 8 weeks of receiving your complaint. This will set out our findings and any proposed resolution.

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- If we are unable to issue a final response within 8 weeks, we will write to explain why and let you know when you can expect a resolution.

### 3. Want to take your complaint further?

If you are not satisfied with our final response or if 8 weeks have passed since you first complained and you haven't received a final response, you can refer your complaint to the Financial Ombudsman Service<sup>1</sup>.

The Financial Ombudsman Service provides a free, independent service for resolving disputes between financial service firms and their clients.

You can contact the Financial Ombudsman Service using the contact details below.

- **Website:** <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>
- **Phone:** 0300 123 9 123 or 0800 023 4567 (free from UK landlines and mobiles)
- **Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- **Post:** please use the details below.

Financial Ombudsman Service,  
Exchange Tower,  
London,  
E14 9SR

### 4. There are scenarios where the Financial Ombudsman Service cannot consider a complaint.

#### 4.1. Time-barring rules

The Financial Ombudsman Service will not consider your complaint if:

- what you're complaining about happened more than 6 years ago, and
- you complain more than 3 years from when you became aware (or should have become aware) that you had a reason to complain.

In addition, any referral to the Financial Ombudsman Service must occur within six months of receiving our final response. If we sent you our final response more than 6 months ago, the Financial Ombudsman Service will not be able to consider your complaint.

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<sup>1</sup> This may not be available if you do not meet the definition of an eligible complainant. For the avoidance of doubt, if you are an individual clients, you will always the definition of an eligible complainant.



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#### **4.2. Our final response is still outstanding**

As mentioned above, under the rules of the Financial Conduct Authority, we have up to 8 weeks to respond to your complaint (unless we have a legitimate and valid reason to extend this period, in which case we will keep you informed).

If our final response is still outstanding and it has been less than 8 weeks since you complained, the Financial Ombudsman will not consider your complaint.

Once you have received our final response, you can refer it to the Financial Ombudsman, free of charge. If we fail to send our final response within the required time frame, you can also contact the Financial Ombudsman Service.

If you have any questions about our Complaints Management Policy, please contact us using the details below.

- **Phone:** +44 203 869 0757
- **Email:** [trading@flux.live](mailto:trading@flux.live)