

Client Complaint Form

1. Client Details

Full Name: _____

Client ID (if applicable): _____

Contact Number: _____

Email Address: _____

2. Preferred Communication Method

Email

Telephone

3. Complaint Details

Date of Incident: _____

Type of Complaint:

Service Issue

Delay in Response

Account / Onboarding Issue

Staff Conduct

Misleading Information

Other: _____

4. Description of Complaint

(Please provide full details)

5. Supporting Documents

Yes No

6. Expected Resolution

7. Declaration

I confirm that the information provided is true and accurate.

Name: _____

Signature: _____

Date: _____

8. Submission

Email: complaints@dominionmarkets.ae

Telephone: +971 4 570 4324

Note

- Your complaint will be handled in accordance with this Policy.
- You may escalate your complaint to the UAE Securities and Commodities Authority (SCA) if you are not satisfied with the outcome.