



Complaints Policy



A complaint can be defined as:

An expression of dissatisfaction relating to the provision of, or a failure to provide a specific product or service activity or

A statement by a client, by whatever means they choose, stating that they are making, or wish to make a complaint.

Eligible Complaints and Non - Eligible Complaints

The Financial Conduct Authority (“**FCA**”) distinguish between Eligible Complaints and Non-Eligible Complaints. Only Eligible complainants are eligible to have their complaints heard by the Financial Ombudsman Services.

Schneider Trading Associates Ltd (“**STA**”) does not have any Eligible Complainants in accordance with [FCA DISP 1.1.3](#) however the following complaints handling procedures are established to ensure that any complaints received from Professional Clients or Eligible Counterparties are properly dealt with.

Complaints Procedure and Timescales

If an expression of dissatisfaction is deemed to be a complaint and cannot be resolved by the end of the next business day, STA Compliance must acknowledge receipt in writing within five business days and provide the client with the name of the person handling the complaint and a copy of the firm’s complaints procedures.

Within four weeks of receiving a Complaint, Compliance must either send the client a final response or a holding response indicating when a final response may be expected.

Within eight weeks of receiving a Complaint, Compliance must either send the client a final response or a letter which explains why the firm is still not in a position to make a final response and when this can be expected.

All Complaints should normally receive a final response within the eight week timescale; it should only take longer than this if STA has to request further information from the client or from a third party to establish all the facts.

The final response should set out the facts established during the investigation and any redress to be offered.

Additional Material

Please address your complaints to:

Head of Compliance
Schneider Trading Associates Limited
2nd Floor
21 Worship Street
London
EC2A 2DW

Alternatively, please send an email to compliance@mars-energy.co.uk