

EQUITY RISK CONTROL

Client Complaint Form & Formal Grievance Notice

11-13 Hanover Street, Liverpool, L1 3DN

Email: info@equityriskcontrol.com

Instructions & Process: Equity Risk Control aims to handle all client matters with care and transparency. If you are dissatisfied with our service, please complete this form and submit it via email to info@equityriskcontrol.com. We will acknowledge your complaint within 3 business days and provide a full written response in accordance with our complaints policy.

1. CLIENT DETAILS

Full Name / Corporate Name *

Reference / Engagement Agreement No.

Email Address *

Telephone Number *

Postal Address

2. NATURE OF COMPLAINT

Please select the primary area your complaint relates to:

☐ Service Quality / Delay

☐ Communication / Updates

☐ Wallet / Asset Handling

☐ Data Privacy / Security

☐ Staff / Advisory Conduct

☐ Other (Please specify below)

3. DETAILS OF YOUR COMPLAINT

Please describe the events leading to your complaint in detail (include dates, staff names, and key facts):

4. DESIRED OUTCOME

What specific action or resolution are you seeking from Equity Risk Control to resolve this matter?

5. DECLARATION & SUBMISSION

By signing below, I confirm that the details provided in this form are true and accurate to the best of my knowledge. I understand that the information provided will be processed under the UK GDPR and Data Protection Act 2018 by Equity Risk Control solely for the purpose of investigating and resolving this complaint.

Complainant Signature

Date (DD / MM / YYYY)

Equity Risk Control — Registered in England & Wales | Address: 11-13 Hanover Street, Liverpool, Merseyside, L1 3DN
If your complaint relates to regulated solicitor services and remains unresolved after our final response, you may refer it to the Legal
Ombudsman (legalombudsman.org.uk) or the SRA.