

# Complaint handling procedure

**BlackRock**

October 2020

At BlackRock, we take all complaints seriously and commit to the following actions upon receipt of a complaint:

- We will ensure that an employee of appropriate seniority, who is independent of the matter, commences an investigation.
- The client can expect to receive a written acknowledgement to their initial complaint, within 5 business days. This will contain the name and job title of the person handling their complaint.
- The client can expect to be kept informed of the progress of the complaint.

Within four weeks, after receipt of the complaint, we will send either:

- 1 a final response enclosing details of the Financial Ombudsman Service, where applicable; or
- 2 a reply that explains we are not in a position to make a final response, and details of when a response can be expected.

If the complaint has not been resolved within eight weeks after receipt, we will send the client a reply that explains why we are still not in a position to make a final response, giving reasons for the further delay. We will indicate when we expect to be able to provide a final response and enclose a copy of the Financial Ombudsman Service contact information.

If, after receiving the final response, the client is unhappy with the response we provided, they may be eligible to refer their complaint directly to the Financial Ombudsman Service. This must be done within six months of the date of the final response.

The client can also refer the complaint directly to the Financial Ombudsman Service if we have failed to provide them with an adequate response within the eight week period detailed above, and they are dissatisfied with the delay in dealing with their complaint.

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Website: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Tel: 0800 023 4567 or 0300 123 9 123

Complaints we cannot settle may be referred to the Financial Ombudsman Service.

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The Financial Conduct Authority requires that companies offering investment services must have a written complaints procedure and that all clients are made aware of this procedure both at the point of sale and upon making a complaint. The procedure extends to oral, as well as written complaints.