



## Book III - Service providers

### Title I ter - Asset management companies of UCITS

#### Chapter III - Organisational requirements

##### Section 5 - Complaint handling

## General regulation of the AMF

### Article 321-40 into force from 03 January 2018 to 08 March 2018

DISCLAIMER : Information boxes have been inserted within the General Regulation. They allow for a direct access to the relevant European regulations on the subject matter.

The user will be redirected to the European regulations as initially published in the Official Journal of the European Union and to the subsequent corrigenda, if any. The AMF does not guarantee the completeness of the redirections to these European regulations and corrigenda.

The boxes are located at the most relevant level of the GRAMF depending on the provision of the EU regulations to which they refer (Book, Title, Chapter, Section, etc.).

This additional material is provided for information purposes only and does not constitute a regulatory instrument. The AMF shall not be held liable or responsible for any harm resulting directly or indirectly from the provision or the use of these information boxes.

#### Article 321-40

Asset management companies shall establish and maintain operational an effective and transparent procedure for reasonable and prompt handling of complaints received from all holders of units or shares in a UCITS if no investment service is provided to them when they subscribe.

Such holders of units or shares can file complaints free of charge with the asset management company.

Asset management companies shall respond to the complaint within a maximum of two months from the date of receipt of the complaint, except in duly justified exceptional circumstances.

They shall implement an equal and consistent procedure for handling complaints from holders of units or shares. This procedure shall be allocated the necessary resources and expertise.

Asset management companies shall record each complaint and the measures taken to handle it. They shall also implement a complaint monitoring system enabling them to identify problems and implement the appropriate corrective measures.

Information on the complaint handling procedure shall be made available to holders of units or shares free of charge.

The complaint handling procedure shall be proportionate to the size and structure of the asset management company.

---

✚ Version into force since 8 May 2023

---

✚ Version into force from 9 March 2018 to 7 May 2023

---

✚ **Version into force from 3 January 2018 to 8 March 2018**