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How does the mediation procedure work ?

The Ombudsman handles complaints and mediation requests in accordance with law and equity, issuing recommendations in order to reach out-of-court settlement and avoid legal proceedings. The mediation procedure is set down in a charter and takes place in several stages.

Before requesting mediation

Before requesting mediation, you must first write to the investment services provider or company that you have a dispute with. If you do not receive an answer within two months or if the response is unsatisfactory, you can apply to the AMF Ombudsman by letter or using the form downloadable under the “How to contact the Ombudsman?” section of the website. Your case will then be taken up.

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for a three-year term



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AMF Ombudsman
Annual Report 2020



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