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Reference (eg. DOC-2020-02), keywords...



## IV - Marketing - Customer relationship

### IV.1 - General provisions

Applicable from 1 January 2024

Instruction DOC-2012-07

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### Archives

- ✓ From 06 June 2017 to 31 December 2023 | Instruction DOC-2012-07

### Complaint handling

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- ✓ From 17 October 2014 to 05 June 2017 | Instruction DOC-2012-07

### Complaint handling

The AMF clarifies the rules that investment services providers, financial investment advisers, crowdfunding investment advisers, real-estate investment trust management companies and issuers must comply with in their complaint handling. The instruction details the information to be given to the client about the complaint handling system, the procedures to be implemented in order to guarantee efficient, fair and harmonised handling, and a system for tracking these procedures in order to identify and remedy malfunctions.

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### Reference texts

- [Article 313-8 of the AMF General Regulation](#) [↗](#)
- [Article 325-12-1 of the General Regulation](#) [↗](#)
- [Article 321-43-1 of the General Regulation](#) [↗](#)
- [Article 318-10 of the General Regulation](#) [↗](#)
- [Article 322-71-1 of the General Regulation](#) [↗](#)

- ✓ From 20 November 2013 to 16 October 2014 | Instruction DOC-2012-07








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- ↘ [Article 322-71-1 of the General Regulation](#) 

- ✓ [From 24 April 2013 to 19 November 2013 | Instruction DOC-2012-07](#)

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