

## Book III - Service providers

### Title I bis - Asset management companies of AIFs

#### Chapter III - Organisational rules

##### Section 5 - Complaint handling

## General regulation of the AMF

### Article 318-10 into force since 08 May 2023

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#### Article 318-10

The asset management company 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 AIFs, when no investment service is provided to them upon subscription.

Holders of units or shares may file complaints free of charge with the asset management company.

The asset management company shall respond to the complaint within a maximum of two months as of the date on which the complaint was sent, except in duly justified special circumstances.

They shall implement a system enabling fair and consistent handling of complaints from the holders of units or shares. This system shall be allocated the necessary resources and expertise.

It shall record each complaint and the measures taken to handle it. It shall also implement a complaint monitoring system enabling it, among other things, to identify problems and implement appropriate corrective measures.

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

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

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↘ **Version into force since 8 May 2023**

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↘ Version into force from 3 January 2018 to 7 May 2023