CLIENT COMPLAINT POLICY

GODO is committed to resolving any issues in a timely manner and will acknowledge receipt of your concerns promptly, ensuring that we address the matters raised as efficiently as possible.

1. At GODO Ltd., we are dedicated to providing our clients with the best possible customer experience. However, we acknowledge that there may be occasions when we do not meet your expectations. In the event that you are dissatisfied with any aspect of our service, we kindly request that you contact our Customer Support team via email at cs@godocm.com.
2. To help us investigate and resolve your complaint as expediently as possible, and with minimal inconvenience to yourself, please make sure you give us as much information as possible when contacting us, including:

a. Your name and client account number
b. Contact details
c. A precise description of your complaint
d. Copies of any relevant documents
e. Details of what you would like us to do to put it right

3. Once we have received your complaint then we will aim to resolve any issues as quickly as possible. Some issues may take longer to investigate, although we will always provide a response in a prompt manner and will keep you informed of any delays in the investigation process. Our 'final response' once issued, will document, and explain the full outcome of our investigation.
4. We believe that providing clients with access to mechanisms for dealing with complaints about financial services is a fundamental component of the regulatory regime.
5. If you are not satisfied with the response from our Customer Service agent, or you are unable to resolve the issue at this level, then you may raise the matter as a complaint with our Compliance Team.
6. The team will undertake an independent assessment of the complaint with a full diagnosis of the events. They will assess whether you, the client have been treated fairly and examine if GODO Ltd has met all its contractual and regulatory obligations in regard to the occurrence.
7. A comprehensive written response will be provided within a maximum of four(04) weeks of receipt of the original complaint.
8. Executive Management reviews all complaints to ensure that they have been handled appropriately, fairly, and in accordance with Company procedures. This review also helps identify any procedural or system-related causes that may require improvement.
Administrative or compliance-related issues arising from complaints are recorded by the Compliance Officer in the Breach Register, with corrective or preventive actions requested from the relevant department.
9. If you need to contact our Compliance Team directly, please write to us at compliance@godocm.com