

Robinhood UK Public Complaint Procedure



Customer focus is at the heart of everything we do. But that doesn't mean we get it right every time. If the service you have received doesn't live up to your expectations, or if you think something's gone wrong, we'd love the opportunity to try and fix it. Here's what you need to do:

Tell us what went wrong

You can access chat support 24/7 and/or request phone support through the Robinhood app or website. Please see our [How to contact support](#) guidance in our Help Centre for further guidance.

You can also **send us an email at:** complaints_uk@robinhood.com.

Write to us at 70 Saint Mary Axe (Suite 307), London EC3A 8BE, United Kingdom.

What happens next?

On receipt of your complaint we will acknowledge it. It's important that we investigate your complaint fully, and then respond in a way that addresses the concerns you have raised to us. We'll always be fair and reasonable in our approach, and wherever possible we will take steps to improve things so that it doesn't happen again.

Some complaints can take longer to resolve than others, but we'll keep you updated throughout the process. After we've finished our investigation, we'll get back to you with a decision and explain how we've reached it. We'll usually do this by email.

Although the regulations allow us to take up to eight weeks to communicate our findings, we'll look to do this at the earliest opportunity and keep you updated on our progress. In the unlikely event we haven't finished this within eight weeks, we'll email you to explain why.

Talking to the Financial Ombudsman Service

If you're not happy with our decision, or if we haven't reached a decision within eight weeks, and you'd like to take your complaint further, you have the right to refer it to the Financial Ombudsman Service. This is a free, independent service that aims to resolve disputes between financial services companies and their customers. You can do this within six months from the date of our final response date. We'll send further details about this when we email you.

For more information, here's their website: www.financial-ombudsman.org.uk.

The Financial Ombudsman Service's address is Exchange Tower, 1 Harbour Exchange Square, London E14 9SR, and their telephone number is 0300 123 9 123.

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