Complaints

If you are unhappy with our services, the first thing to do is to contact our Service Desk. They will try to help you in any way possible and are typically able to provide a solution. If an issue persists or has not been resolved to your satisfaction, it is possible to escalate the matter by filing a complaint. You can do this by phone or by email.

+44 20 3695 7834

Local rate
We are open weekdays from
07:00 to 21:00.

to contact our Service Desk:
clients@degiro.co.uk

to file a complaint:
complaints@degiro.co.uk

Filing a complaint is free of charge. After it has been received, it will be handled by a member of our Service Desk. He or she will assess your situation and will be your contact person for any questions you may have during this process. We strive to provide a response to your complaint within 10 working days, but depending on the complexity of the complaint, it can require further investigation. If the case requires more time to provide a response, we will inform you of this within the 10 working days.

Second opinion

In the event that you are unsatisfied with the response to your complaint, you are able to request a second assessment by our compliance department. They will provide you with a written acknowledgement once they have received your complaint. During this phase, it is possible to add new findings and/or facts to your existing complaint. Please note that any additional information that you would like to add should be communicated through our Service Desk, who will then forward this information to our compliance department.

You will receive our written response within six weeks. However, from time to time, complex situations could require more time. In that case, we will contact you to keep you informed.

KiFiD

If you remain dissatisfied with the response provided by our compliance department, you can turn to the Financial Services Complaints Tribunal (KiFiD). By completing this quick test you will get an indication if they will handle your complaint.