

COMPLAINTS PROCEDURE GUIDE

Bahrain Bourse strives to provide the highest quality of products and services to its stakeholders. If you have a complaint or a dissatisfaction we encourage you to communicate with us through our official channels.

COMPLAINTS CHANNELS



Log a Complaint through visiting www.bahrainbourse.com



Visit our offices to fill a Complaint form.



Log a Complaint through the National Suggestions & Complaints System (Tawasul)



Write to our Complaints Officer (P.O Box 3203 Manama, Bahrain or Email us at complaints@bahrainbourse.com or call us directly on [17108776](tel:17108776) during working hours (8:00 AM -2:00 PM)

COMPLAINTS PROCEDURE AND GUIDELINES

- An acknowledgement will be sent to you immediately upon receiving the Complaint.
- Your Complaint shall be handled within five (5) working days from the date of receiving the Complaint.
- Where the Complaint is unlikely to be resolved within the set time frame, the Complaints Officer will update you with the status of your Complaint. In any incident, the Complaint will be resolved no later than thirty (30) days from the date of receipt of the Complaint.
- Immediate updates shall be available on Tawasul.
- Kindly ensure to provide correct and up-to-date information in order for the Complaints team to contact you easily.