

IIROC NOTICE

Rules Notice Notice of Implementation

Dealer Member Rules

Please distribute internally to:

Legal and Compliance

Retail

Senior Management

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09-0242

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Amendments to complaint handling requirements – status and implementation update

This Notice is intended to update Dealer Members on the status of IIROC's client complaint handling proposals and their upcoming implementation.

IIROC has made some minor revisions to the complaint handling proposals in response to CSA and public comments received. The basic framework for the handling of client complaints remains the same. There have been no changes to the general process and timelines for the handling of complaints, and none of the revisions are substantive in nature.

IIROC has now filed the complaint handling proposals with the CSA for final approval. In anticipation of CSA approval of the complaint handling proposals, Dealer Members should start preparing for implementation of the requirements as the proposals will become effective 30 days after CSA approval and the issuance of the IIROC Rules Implementation Notice. A copy of the revised proposals that have been forwarded to the CSA for approval is enclosed as "Attachment A". A copy of the revised proposals that has been black-lined to the proposals published for public comment in IIROC Notice 09-0048 dated February 13, 2009 is also enclosed as "Attachment B".



IIROC intends to co-ordinate with the MFDA so that the implementation date of the Dealer Member Rules governing complaints corresponds with the implementation date of the MFDA's complaint handling regime.

Attachments

[Attachment A – Proposed Amendments enacting a new Dealer Member Rule and Guidance Note on client complaint handling and amending IIROC Dealer Member Rules 19, 37 and 2500](#)

[Attachment B – Black-line copy reflecting revisions to Proposed Amendments published for comment on February 13, 2009](#)