

From: [Fabian Di Giovanni](#)
To: [Madeleine Cooper](#)
Subject: Proposed Amendments - Client Complaint Requirements
Date: January 24, 2022 3:35:11 PM

[EXTERNAL EMAIL / COURRIEL EXTERNE]

Hi Madeleine,

I understand that individuals responding to complaints occasionally receive threats from complainants and therefore, have safety concerns with providing complainants with their full name. Please see a suggested change to IROC Rule 3755 (2) – highlighted below, which may address the safety concerns while preserving the rule’s objective.

IROC Rule 3755 (2)

The acknowledgement letter in subsection 3755(1) must be written in plain language and be in a format readily accessible and understandable by the complainant and include the following:

1. **the name, job title and full** contact information of the *individual* at the *Dealer Member* handling the *complaint*,

Feel free to contact me with any questions.

Kind Regards,

Fabian Di Giovanni

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