

COMPLAINT PROCEDURE

Although we aim to provide you with the highest standards of service, there may be occasions when our service does not meet your expectations. This guide is intended to communicate the process we will follow should you feel the need to complain. The procedure has been designed to meet the requirements of the Financial Conduct Authority (FCA) and the Financial Ombudsman Service (FOS).

Although we will deal with complaints made verbally, it is preferable that your complaint is put in writing addressed to:

Louise Parker
Cirdan Capital Management Ltd
1 Knightsbridge Green
London
SW1X 7NE

Upon receipt of any expression of dissatisfaction communicated by a client, Cirdan Capital Management Ltd will ensure the following procedures are followed:

1. We will promptly acknowledge the complaint in writing upon receipt.
2. We will investigate the complaint and provide a holding response or final response within an eight-week period from date of receipt.
3. We will endeavour to send a final response within 8 weeks of receipt of the complaint. If we are unable to provide a final response within this time frame, we will write to the client explaining why and advise when they can expect a final response.

If more than 8 weeks from the date of the complaint has passed and the client hasn't received a final response, or they are dissatisfied with the final response received (at any stage of the process), they can write to:

The Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

If the matter is to be referred to the Ombudsman you should do so as soon as possible after our final response and certainly within six months. Outside this time period the FOS has the discretion whether to review your complaint or not.

Please note

You should allow us to complete our Internal Complaints Procedure before you refer your concerns to the Ombudsman.

There are certain types of complaint which are outside the Ombudsman's jurisdiction. Before you refer the matter to the Ombudsman you may wish to contact them on **0300 123 9123** to discuss your complaint. You can also visit their website for more information.