



## COMPLAINTS POLICY

### How do I make a complaint?

We recommend you put your complaint in writing. But please get in touch with us by whatever method suits you best – post, phone or email. Please address your correspondence to:

The Compliance Officer  
1167 Capital LLP  
26-27 Bedford Square London  
WC1B 3HP  
UNITED KINGDOM

Tel: +44 (0)2034055745  
Email: [complaintsmanagement@1167capital.com](mailto:complaintsmanagement@1167capital.com)

There are risks associated with sending confidential information by email – so please be aware that, if you contact us in this way, we will assume that you accept those risks and are happy for us to respond by email.

### Who will deal with my complaint?

Your complaint will be handled by our Compliance Officer. If you are not satisfied with his response, the Financial Ombudsman Service may be able to help.

### How will my complaint be handled?

We will try to resolve your complaint as quickly as we can, preferably within 24 hours. At the latest, we will acknowledge it within five working days.

Our aim is to put things right with our first response. Sometimes, though, a longer investigation is needed. In these cases, we try to complete our review within four weeks. If that is not possible, we will explain why – and let you know when you can expect to hear from us again. We hope you will be satisfied with our response. If we do not hear from you within eight weeks, we will treat your complaint as settled and close our files. Should you tell us later that you are still unhappy, we will review it again.

### The Ombudsman

Subject to meeting certain criteria as an individual investor, you may have the right to refer your complaint to the Financial Ombudsman Service. If you are a professional client or an institutional investor you may have the right to refer your complaint to the Ombudsman if you are:

- a micro enterprise which employs fewer than 10 people and has a turnover or annual balance sheet that does not exceed €2m; or
- a charity which has an annual income of less than £1m; or
- a trustee of a trust which has a net asset value of less than £1 million

If you are eligible the service will be free of charge. There are time limits for referring your complaint to the Ombudsman. Please visit: [Financial Ombudsman Service](#) for further information.