

COMPLAINTS PROCEDURE

If you are unhappy with anything that we have or have not done, please do get in touch. Informing your Relationship Manager of any problems will give them the chance to put matters right and ensure that we as a company can improve our services for all our clients.

In the event of your complaint not being resolved by your Relationship Manager, your concerns will be passed on to the Compliance Officer. You can write to him directly at the Sherborne address:

The Compliance Officer
Church House Investments Limited
York House
6 Coldharbour
Sherborne
DT9 4JW

Telephone: 01935 382613

Email: j.howland@church-house.co.uk

Within 3 business days of receiving your complaint, the Compliance Officer will provide you with a written acknowledgement, providing a guide to how the complaint will proceed, giving an indication of when you will receive an update.

We will endeavour to provide you with our full analysis **within eight weeks**, providing a final written response detailing our investigation and findings together with proposed actions, if any, that we will take. If our investigations may take more than eight weeks, we will advise you accordingly and keep you updated. We will also inform you of your right to refer the matter to the **Financial Ombudsman Service**.

February 2025