

Complaints Procedure

If you have cause to complain to Jarvis Investment Management Limited ('Jarvis'), we will endeavour to resolve any concerns fairly, effectively and promptly. We will always look to resolve your complaint in a timely manner.

- We will send you a written acknowledgement of your complaint within three business days of receipt.
- We will send you full resolution of your complaint within four weeks of receipt. If we are unable to resolve your complaint within four weeks of receipt, we will send you a letter explaining why we are not in a position to resolve your complaint and an indication of when we will make further contact.
- If your complaint has still not been resolved within eight weeks of receipt, we will send you:
 - A letter explaining why we have still not resolved your complaint with an indication of when you will hear further details from us, and
 - Details of your right to refer your complaint to the Financial Ombudsman Service.

Jarvis Contact details

By email: administration@jarvisim.co.uk

By Post:

Customer Services
Jarvis Investment Management Ltd
78 Mount Ephraim
Tunbridge Wells
Kent
TN4 8BS

By Telephone:

Prefer to speak with someone?
Please call 01892 700834

The Financial Ombudsman Service

If you are dissatisfied with the way we will have handled your complaint, you may refer the matter to the Financial Ombudsman Service (the 'Ombudsman') :

- Telephone Number: 0800 023 4567
- Make a complaint online: www.financial-ombudsman.org.uk/make-complaint
- Website: www.financial-ombudsman.org.uk

The Ombudsman will ordinarily only consider a case when Jarvis's own complaints procedure has been exhausted and where you refer your complaint to the Ombudsman within six months of Jarvis's final response.

The Financial Ombudsman Service provides a free, independent and unbiased assessment of complaints referred to it. We regard the Ombudsman's findings as binding. You are, however, still able to take private legal action if you do not agree with the Ombudsman's conclusion but you should be aware that if you decide to do this, you will be responsible for the costs.