



Britannic Investment Management Limited

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Complaints Handling Policy

1. Introduction

Britannic Investment Management Limited is committed to providing the highest levels of service to our clients. We recognise that on occasion, our clients may have cause to make a complaint. This Complaints Handling Policy outlines the procedures and protocols that we have implemented to ensure that all complaints are handled in a fair and timely manner.

2. Scope

This policy applies to all complaints received by Britannic Investment Management in relation to our investment activities.

3. Complaints Procedure

3.1 Receipt of Complaints

Clients may make a complaint in writing, by email, by telephone or in person. Complaints may be received by any member of staff, who will promptly forward the complaint to the appropriate person responsible for handling complaints.

3.2 Acknowledgement of Complaints

Upon receipt of a complaint, Britannic Investment Management Limited will promptly acknowledge receipt of the complaint and inform the client of the steps that we will take to investigate and resolve the complaint.

3.3 Investigation of Complaints

Britannic Investment Management Limited will promptly investigate all complaints received. We will aim to resolve complaints as quickly as possible, and no later than eight weeks after receipt of the complaint.

3.4 Response to Complaints

Britannic Investment Management Limited will provide a written response to the client detailing our investigation and the outcome of our investigation. If we are unable to provide a full response within eight weeks, we will inform the client of the reasons for the delay and provide an indication of when we expect to be able to provide a full response.

3.5 Escalation of Complaints

If a client is not satisfied with the outcome of our investigation and response, they may escalate their complaint to the Financial Ombudsman Service.

4. Monitoring and Review

Britannic Investment Management Limited regularly monitors and reviews its Complaints Handling Policy to ensure that it remains effective and relevant. This includes monitoring compliance with the policy, assessing the effectiveness of controls and procedures, and updating the policy as necessary.

5. Conclusion

At Britannic Investment Management Limited, we are committed to providing the highest levels of service to our clients. We take all complaints seriously and will investigate and resolve complaints in a fair and timely manner.

This Complaints Handling Policy outlines the procedures and protocols that we have implemented to achieve this goal. We review and update this policy on an ongoing basis to ensure that it remains effective and relevant.