

## **UK Complaints Charter**

We are sorry you have had cause to complain and will do all we can to resolve this as soon as possible.

This document explains our complaints procedure and the action we do take to resolve your complaint.

Our commitment to you:

- We can receive your complaint by any reasonable means – for example, letter, email, telephone or in person.
- We will promptly acknowledge your complaint in writing, providing the name and title of the person that is handling your complaint.
- Your complaint will be investigated by a member of staff who was not directly involved in the matter that is the subject of your complaint.
- We will manage your complaint in a consistent and fair manner.
- We will aim to resolve all complaints promptly.
- Your case will be forwarded to our Compliance department, who will promptly, independently, diligently, and impartially investigate the matter(s).
- Our response will advise of our findings and, where appropriate, what action is being taken to resolve the matter. We will address the subject matter of your complaint, and where the complaint is upheld, we will offer a resolution that is consistent with treating all of our clients fairly.
- In the unlikely event that your complaint has not been resolved within a reasonable amount of time from original receipt, we will contact you in writing explaining why we have still not resolved your complaint and tell you when we will make further contact.

### **General Information**

Redington Limited is authorised and regulated by the Financial Conduct Authority (“FCA”) in the UK. In recognition of Dispute Resolution (DISP) 1.1A regarding MiFID applicable complaints, Redington have adopted an effective and transparent procedure for the fair and prompt handling of all complaints. Redington will apply best practice paying due regard to the interests of its clients, treating all clients fairly.

We trust you will be satisfied with the outcome of our investigation and politely remind you that Redington does not have permission to undertake business for or on behalf of retail clients, and if you are classified by the FCA as a ‘Professional Client’ your complaint is not eligible for referral to the Financial Ombudsman Service (FOS). If you have any questions about our complaints process, please contact us at [compliance@redington.co.uk](mailto:compliance@redington.co.uk)