

**Cavendish Asset Management Limited (Cavendish)
Complaint Handling Process**

Cavendish is authorised and regulated by the Financial Conduct Authority (FCA) and we are covered by the Financial Ombudsman Service (FOS). We deal with complaints in the following way:

- ❑ Any complaint will be dealt with by our Compliance Officer, or by a suitable person appointed by him/her.
- ❑ We will acknowledge in writing any complaint within five working days of receiving it.
- ❑ If the complaint is made verbally our acknowledgement letter will state our understanding of the nature of the complaint.
- ❑ We will investigate the circumstances regarding complaints and write to complainants with our final response.
- ❑ We always try to resolve complaints quickly and amicably but in any case aim to provide a final response within eight weeks of receiving complaints.
- ❑ Where we are unable to resolve complaints quickly we aim to keep complainants informed about the progress we are making in resolving the complaints.
- ❑ Where we have resolved the complaint within eight weeks, our final response will explain our conclusions and either offer redress (whether or not we accept the complaint) or that we reject the complaint and provide the reasons for doing so.
- ❑ If we are not able to resolve complaints within eight weeks we will write to complainants to explain this and provide our estimated timescale for resolution.
- ❑ When we write to complainants we will explain complainants' rights to refer their complaints to the Financial Ombudsman Service.
- ❑ We do not charge for dealing with complaints.

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Financial Conduct Authority. Registered in England No.
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