



# Complaints Procedure

Five Arrows Managers LLP

September 2022

## Disclaimer

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Five Arrows Managers LLP (“FAM LLP”) is committed to providing high quality portfolio management services, however we recognize that there may be times when you have cause to complain. Occasionally things may go wrong and we will do our utmost to resolve your problem promptly, fairly and courteously to your satisfaction.

## Contacts

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A complaint or issue of dissatisfaction should be submitted to the firm, free of charge, in the following ways to the FAM LLP Complaints Management Function:

In writing to: Kiran Ramchandani,  
Five Arrows Managers LLP,  
New Court,  
St Swithin's Lane,  
London EC4N 8AL,  
United Kingdom

By phone: +44 (0) 20 7280 1508

By email: [kiran.ramchandani@rothschildandco.com](mailto:kiran.ramchandani@rothschildandco.com)

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### **Acknowledging your Complaint**

On receipt of your communication we will undertake an assessment as to whether this is a complaint and should be handled in line with our internal complaints policy.

We will provide written acknowledgement of your complaint promptly and will keep you informed of our progress in reviewing your complaint.

### **Investigating Complaints**

Your complaint will be investigated competently and diligently and we will review the complaint impartially and will ensure that we seek additional information where necessary.

Our assessment of the complaint will be made promptly, fairly and consistently.

### **Resolving Complaints**

Once we have concluded the investigation of your complaint, we will provide you with a written summary of resolution and will inform you about your options should you be dissatisfied with our resolution.

We will provide details as to any findings we have made as a result of our investigation into your complaint and whether any remedial action or redress will be taken by ourselves and we will ask you to confirm if you are satisfied with our conclusion. When you accept an offer or redress or remedial action, we will promptly comply.

### **Financial Ombudsman Service**

FAM LLP's regulatory Clients are limited to professional clients and eligible counterparties who are not eligible to appeal to the UK Financial Ombudsman Service