

## Complaints Procedure

Upon receipt of any expression of dissatisfaction communicated by a client, either orally or in writing, Delfin Private Office LLP, acting as an appointed representative of Thornbridge Investment Management LLP, will ensure the following procedures are followed:

We will promptly acknowledge the complaint in writing upon receipt.

We will investigate the complaint and provide a holding response or final response within an eight-week period from date of receipt.

We will endeavour to send a final response within 8 weeks of receipt of the complaint. If we are unable to provide a final response within this time frame, we will write to the client explaining why and advise when they can expect a final response.

If more than 8 weeks from the date of the complaint has passed and the client hasn't received a final response, or they are dissatisfied with the final response received (at any stage of the process), they can write to:

The Financial Ombudsman Service (FOS)  
Exchange Tower  
London  
E14 9SR

Delfin Private Office LLP  
Tel: +44 (0)20 8012 8340

*Reg. Office: c/o Incisive Accounting, Unit 7 Fordwater Trading Estate, Ford Road, Chertsey, Surrey  
KT16 8HG  
Reg. No: OC414966*