

## **Complaints Procedure**

Upon receipt of any expression of dissatisfaction communicated by a client, either orally or in writing, Delfin Private Office International Limited, 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)  
Harbour Exchange Square  
London  
E14 9SR