

COMPLAINTS PROCEDURE

It is the policy of Church House Investments Limited ('Church House' or 'Company') to investigate complaints made against it in accordance with the Rules and Guidance as set out by the Financial Conduct Authority.

In the event of a complaint not being resolved by the Relationship Manager, the formal procedure, as referred to in the Terms & Conditions, is to be adopted as follows:-

1. Within 3 business days of receiving a complaint you will receive a written acknowledgement of the complaint from the Compliance Officer, who will have responsibility for investigating the Complaint together with a Director.
2. Within 4 weeks of receiving a complaint a final response will be sent to the complainant or, if the Company is not yet in a position to resolve the complaint, the complainant will receive a holding response indicating when the Company will make further contact.
3. Within 8 weeks of receiving a complaint, a final response will be sent to the complainant at which time the complainant will be informed of their right to refer the complaint to the Financial Ombudsmen Service providing they are an 'eligible complainant' and their complaint is one that can be dealt with under the Financial Ombudsmen Service.
4. On conclusion, the file will be reviewed by the Compliance Officer to ensure that it records and reflects how the complaint was resolved to the satisfaction of the client.

March 2023