

Complaints Procedure

**Phoenix Asset Management
Partners Limited ('PAMP')**

December 2023

Our clients are important to us. Accordingly, we take care to maintain high standards of service. If we become aware of client concerns or unease, we seek to resolve the matter as quickly as possible. We regard a complaint as any expression of dissatisfaction (oral or written) confirmed as such by the complainant, regarding PAMP as a firm or the services provided by us. To help and to keep you informed, we have prepared the procedures summarised below to ensure complaints are handled fairly and within reasonable timescales.

For all complaints, please contact PAMPCompliance@pamp.co.uk

1. **Upon Receipt of a Complaint**

A senior person will initiate a record and file of your complaint, then investigate the complaint. You will be provided with their name and contact details. Our aim will be to resolve the complaint as quickly as possible.

2. **Acknowledgement of Complaint**

We will acknowledge your complaint as soon as is reasonably practicable. This will generally [within 5 working days](#) of receipt. The acknowledgement may set out the nature of the complaint and may request further clarification, if necessary, especially in the case of an oral complaint.

3. **Investigation and Final Response**

Your complaint will be investigated using our files together with reports from third parties if relevant. We may write to you if further information is required. We will keep you informed of the progress of the investigation.

[Within 8 weeks](#) you will receive a final response or holding letter:

The final response letter will detail our conclusions and proposal for resolution. This letter will also confirm that, should you remain dissatisfied with the final response, you may, within six months of the letter refer your complaint to the Financial Ombudsman Service if you are eligible. A copy of the Financial Ombudsman Service leaflet 'your complaint and the Ombudsman' will be enclosed

OR

If we are still not in a position to make a final response after 8 weeks, the holding response letter will be provided, giving the reasons for the further delay and indicating when we expect to be able to provide a final response.

Please note: if your complaint involves information from third parties delays may be beyond our control.



4. **Following the Final Response**

You may refer your case to the Financial Ombudsman Service, if you are eligible, if you are dissatisfied with the response. A copy of the Financial Ombudsman Service leaflet 'your complaint and the Ombudsman' will be enclosed in the final response letter.

Who is eligible to refer to the Financial Ombudsman?

The Financial Ombudsman can only help certain customers with their complaints.

If you are a retail client, you are eligible to refer your complaint to the Financial Ombudsman, following receipt of the final response. If you are classified as professional or non-retail client, you may not be eligible to refer your complaint.

Please refer to the [Financial Ombudsman Service](#) for more information.

Please note: The nature of investing means that returns may vary. PAMP strongly recommends that potential investors speak to their financial adviser before investing, to ensure our products are a suitable investment for you. We are only able to respond to complaints that are regarding PAMP or our services. PAMP is the manager and not an adviser, and as such cannot respond to complaints regarding advice received in relation to our products. Please refer to your financial adviser in this instance.

In the event that we receive a complaint that is not about us or our services, and assuming that we can identify the firm to whom the complaint should be addressed, we will write to you, giving contact details of the firm, and invite you to get in touch with them.

