



Complaints procedure

Guide to Making a Complaint

We aim to provide an excellent portfolio management service, but we know that sometimes things can go wrong and that you may have cause to complain.

If you are unhappy with any aspect of our service, we encourage you to contact us as soon as possible and we'll do our best to resolve your concerns quickly and efficiently.

Please contact us:

By phone: +44 (0) 207 702 4488
(Monday to Friday 9.00am to 5.00pm excluding Bank Holidays)

By email: morven.grierson@mkc-invest.com

By post: Compliance Director, MKC Invest, Walsingham House, 35 Seething Lane,
London EC3N 4AH

Investigating your complaint

We aim to resolve your complaint within 3 working days following the receipt of your complaint.

Once an agreed resolution has been reached, we will confirm details in writing to you in a final resolution letter.

However, there may be occasions when it will take longer to respond to your complaint. If this happens, we will send you an acknowledgement within 5 business days. This acknowledgement will include the name and contact details of the person handling your complaint as this may not be the same person who received your complaint.

In the unlikely event that we have not resolved your complaint within four weeks we will write to you to advise the reason why and when we expect to resolve it. We aim to send you a final response within eight weeks of your original complaint. When we respond, we will inform you of your rights to refer your complaint to the Financial Ombudsman Service. This would usually be because you disagree with our findings, or where we have delayed responding to you.

If your complaint is not about us or the service we provide, we will, where we can identify the firm your complaint should be addressed to:

- write to them, explaining that we believe the complaint in question to be theirs, and asking them to contact you directly.
- provide them with details of your complaint, that you provided to us.
- provide you with a copy of the letter we send to the firm, so you can make direct contact with them.