

Veritas Investment Management LLP

Complaints policy

Summary

Veritas Investment Management LLP (VIM) is authorised and regulated by the Financial Conduct Authority ("FCA"). Regulated firms are required to have in place and operate appropriate and effective internal complaint handling procedures. This policy is issued to new clients and whenever we receive a complaint.

How to Complain

If the client is unhappy with any aspect of the services we offer and wishes to complain the client should write, in the first instance, to the Compliance Officer. It is preferable if complaints are in writing, however oral complaints made to the client's investment manager or any other employee will be treated in the same way.

How your Complaint will be handled

When a complaint is received VIM will promptly send the client a written acknowledgement providing the reassurance that the complaint has been received and is being dealt with. VIM will designate a senior member of staff, not involved in the management of the client's portfolio, to investigate the circumstances surrounding the complaint. The complaint will be investigated promptly and fairly.

Complaints resolved by close of the third business day

If the complaint can be resolved by the close of business on the third business day following the day on which it is received, VIM will issue the client with a written response which refers to the fact that the client has made a complaint and informs the complainant that VIM now considers the complaint to have been resolved. This response will also inform the client that if they subsequently decide that they are dissatisfied with the resolution to the complaint, they may be able to refer the complaint to the Financial Ombudsman Service.

Final response within eight weeks

If the complaint cannot be settled within three business days, VIM will ensure that the client is kept informed of the progress of any measures being undertaken to resolve the complaint and provide some indication of when we will correspond further. We aim to respond to a complaint promptly and in any event within eight weeks, by sending the client a **final response**. The **final response** will:-

- Accept the complaint and, where appropriate, offer redress or remedial action; or
- Offer redress or remedial action without accepting the complaint; or
- Reject the complaint and gives reasons for doing so

and inform the client that if they remains dissatisfied with the **final response**, they may refer their complaint to the Financial Ombudsman Service.

Financial Ombudsman Service

The Financial Ombudsman can be contacted in a number of ways as follows:-

Postal Address: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 020 7964 1000

Email: complaint.info@financial-ombudsman.org.uk

Fax: 020 7964 1001

Website: www.financial-ombudsman.org.uk

Any referral to the Ombudsman must be made within six months of the date of the final response.