



## Client Complaints Procedure

### What do I do if I have a complaint?

To benefit our clients, we have a complaints handling procedures in place to ensure that all complaints are handled fairly, consistently and promptly. Should a complaint occur, we would appreciate the opportunity to resolve any problems or difficulties for you. If you have a complaint, you should make the complaint directly to us either by letter, email or telephone.

All complaints should be addressed to the Complaints Department using the following contact details:

#### Compliance Department

Warwick Funds (Channel Islands) Limited  
PO Box 268, Mill Court, La Charroterie, St Peter Port, Guernsey GY1 3QZ

Telephone: +44 1481 732888

Email: [info@warwickfunds.com](mailto:info@warwickfunds.com)

### What information should I provide?

To help us deal with your complaint quickly and efficiently, it would help us if you included the following information:

- Account reference number
- Name
- Address
- Contact telephone number
- Clear details of your complaint, including any former communications you have had concerning the issues you are raising.

### What happens next?

If we are unable to resolve your complaint within 5 day following receipt and it involves an allegation that you have suffered, or may suffer, financial loss, material distress or material inconvenience, the following procedures will apply:

1. Within five business days of receiving your complaint, we will provide you with a letter acknowledging receipt.
2. Your complaint will be investigated by an individual of sufficient competence who, where appropriate, has not been directly involved in the matter which is the subject of the complaint.
3. We aim to provide you with a full response within four weeks of receiving your complaint. In the unlikely event that you are not happy with our initial response we will ask you to let us know so we can investigate further. Where, due to the complexities of a complaint, we are unable to provide you with a full response within four weeks, we will let you know, and we will aim to provide our final response within eight weeks. If we are still not in a position to make a final response at that time, we

will advise you of the reasons for the delay along with an indication as to when we expect to provide a detailed response.

4. If, following a response from us we do not hear from you within four weeks, we will treat the compliant as resolved.

**What if I am dissatisfied with the final response?**

Every effort will be made to resolve your complaint. However, if you are not satisfied with our response, you may be entitled to refer your complaint to the Guernsey Financial Services Commission (GFSC). The GFSC is the regulatory authority that licenses and regulates us.

The GFSC can be contacted at the following address:

Guernsey Financial Services Commission  
P.O. Box 128, Gategny Court, Gategny Esplanade,  
St Peter Port, Guernsey,  
GY1 3HQ, Guernsey

Telephone +44 1481 712706