



## COMPLAINTS POLICY

Zennor aims to treat all its clients fairly and consistently. This summary sets out:

- the steps we follow in order to identify a potential client complaint.
- the firm's operational process for dealing, recording and resolving that complaint.

### Identifying a Complaint

A complaint is defined as any oral or written expression of dissatisfaction from, or on behalf of, a person about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

### Contacting Us

If you have any complaints or queries about the services provided, you can contact us:

- by e-mail on [contact@zennor-am.com](mailto:contact@zennor-am.com)
- by telephone on +44 20 7046 8520
- by letter to [Zennor Asset Management LLP, 86 Duke of York Square, London SW3 4LY](#)

### Our Initial Response

We will promptly acknowledge your complaint in writing (letter/e-mail) and ensure you are kept informed of progress in resolving the complaint.

### Dealing with your Complaint

In straightforward cases, we aim to resolve the complaint within 3 business days of receipt. In all cases we will investigate the complaint diligently, impartially and as quickly as possible.

When we have reached our conclusions we will inform you in writing of our assessment, the decision we have reached and any offer of redress or remedial action we believe is appropriate.

### Further Steps

If you are not happy with how we have handled any complaint

- you may wish to contact an alternative dispute resolution provider.
- you may also be eligible to submit a complaint to the UK Financial Ombudsman Service via their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by calling 0300 123 9 123 or 0800 023 4567. The Financial Ombudsman Service will not charge you for making a complaint and if you are not satisfied with the outcome, you can still bring legal proceedings.