

# Complaints management policy & procedures



At Premier Asset Management, we pride ourselves on our core principles of being an approachable, open and forward-thinking company. We endeavour to offer a professional and efficient service to our clients at all times but, as with all businesses, complaints are occasionally received. Our complaints procedure, outlined below, complies with the Financial Conduct Authority (FCA) rules which state exactly how complaints must be handled. It also includes details of the timescales which must be adhered to. Firms are required to keep a record of complaints and to submit reports to the FCA.

We take a positive attitude to complaints. It is our view that our clients will be reassured that they are dealing with a firm that wants to hear their concerns and we see this as an opportunity to improve our service. We make every effort to treat our customers fairly by investigating complaints thoroughly and putting matters right where we have been at fault.

If you are dissatisfied with our conclusions, you may have the right to refer the matter to the Financial Ombudsman Service (FOS). This is an independent body set up under the laws regulating financial services. Its purpose is to deal with complaints which cannot be resolved initially between firms and clients. There are no costs associated with such a referral and the FOS also makes every effort to assist with accessibility. For example, their leaflets are available in large print, Braille, and in different languages. Further information on the FOS and their services can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by calling them on 0800 023 4567.

## Complaints procedure

If you do have a complaint, these are the steps that you should follow:

### Step 1

The complaint handling procedure will start as soon as we receive your complaint.

### Step 2

If your complaint is resolved to your satisfaction within 3 business days after receipt of your complaint, a 'summary resolution' letter will be issued, providing you with your right to reconsider the outcome and to refer the matter to the FOS.

### Step 3

If a summary resolution letter has not been issued, your complaint will be acknowledged within 5 business days of receipt.

### Step 4

We will aim to issue a final response letter within 4 weeks. If this is not possible we will write to explain the reason for the delay.

### Step 5

If the final response cannot be issued within 8 weeks, we will write to you again explaining the delay and enclosing information about your rights of referral to the FOS.

### Step 6

If you are not satisfied with our conclusions and provided you are an eligible complainant, you will have six months in which to refer the matter to the FOS for their consideration.

## More information

- Complaints may be made to Premier in a variety of ways:
  - by telephone on 0333 456 1122
  - by letter to our address shown below
  - by fax on 01483 300 845, or
  - by e-mail to [investorservices@premierfunds.co.uk](mailto:investorservices@premierfunds.co.uk)
- Customer complaints are dealt with under the supervision of the Chief Operating Officer, who has access to all records in the firm. The Chief Operating Officer can call upon all the resources necessary for the investigation and has the authority to arrange redress if appropriate.
- If accessibility issues arise at any time, we will make every effort to help you. For example, documents can be provided in large print.
- Any queries concerning the Complaints Procedure can be addressed to the Chief Operating Officer at the following address:  
Premier Asset Management, Eastgate Court, High Street, Guildford, Surrey, GU1 3DE

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