

## Complaints Handling Procedures

At Maxis Investments Ltd we strive for excellence but recognise that we do not get everything right all of the time. We therefore welcome feedback of any kind from our clients. Should you have reason for concern, please do not hesitate to contact us. In assessing any concerns we will follow the FCA principles of Treating Customers Fairly and the Financial Ombudsman Services principle of doing what is right in the individual circumstances.

We will acknowledge your complaint within 3 working days of receipt and let you know which senior person will be dealing with your complaint.

We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received from us, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). They can be contacted at the following:

Financial Ombudsman Service (FOS)

Exchange Tower

London

E14 9SR

Tel (if you're calling from abroad): +44 20 7964 0500

Tel (helpline): 0800 023 4567

Tel (switchboard): +44 20 7964 1000

E-mail address: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

<http://www.financial-ombudsman.org.uk>

Should you wish to refer your complaint to the FOS you must do so within 6 months of the date of the final response. An explanatory leaflet for the FOS will be provided with any final response provided by us, is available upon request from us or can be accessed directly from the FOS using the link below.

<http://www.financial-ombudsman.org.uk/help/languages.html>