

FM Capital Partners Ltd

Complaints Handling

April 2024

You should contact us immediately if you are dissatisfied with any aspect of the investment services provided to you by FM Capital Partners Ltd.

Please write to:

Paul Lodge
FM Capital Partners Ltd
110 Park Street
London
W1K 6NX
UNITED KINGDOM

We take every complaint seriously and your complaint will be handled in accordance with the relevant FCA rules, which may differ depending upon your status, although note that it is FM Capital Partners Ltd's policy to aim to resolve every complaint fairly and in a timely manner. FM Capital Partners Ltd has a written internal complaints handling policy, as required by the FCA rules. You can obtain a copy of this upon request, and in the event you should have cause for complaint about the investment services that FM Capital Partners Ltd provides to you, a copy of the policy will be sent to you.

In the event we fail to resolve a complaint to your satisfaction, or if we fail to do so within eight weeks of receiving your complaint, you may also be entitled to refer your complaint to the Financial Ombudsman Service:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone: 0800 023 4567

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

Website: www.financial-ombudsman.org.uk