

Complaints Handling

How to make a complaint

Complaints may be made in writing (including by email) and should be addressed to:

Compliance Officer

Capital Generation Partners LLP
4th Floor
Berkeley Square House
Berkeley Square
London
W1J 6BX

compliance@capgenpartners.com

+44 (0)20 7543 1500

We will acknowledge your complaint promptly and aim to provide a final response within eight weeks of receipt, in accordance with the Financial Conduct Authority's dispute resolution rules (DISP).

Escalation and the Financial Ombudsman Service

If you remain dissatisfied with our final response, or if we are unable to provide a final response within the required timeframe, you may be entitled to refer your complaint to the **Financial Ombudsman Service (FOS)**.

However, the FOS is only available to "**eligible complainants**" as defined in the FCA Handbook. In summary, this generally includes private individuals and certain small businesses.

CapGen is a MiFID investment firm, however we can only provide services to **Professional Clients and Eligible Counterparties**. These clients will not normally be eligible complainants for the purposes of the FOS, and accordingly, **most complaints relating to our services will fall outside the FOS's jurisdiction**.

Whether a complainant is eligible is determined by the FOS rather than by us.

Further information about the FOS, including eligibility criteria, is available at www.financial-ombudsman.org.uk.

Personal Data complaints

Complaints may include concerns relating to the processing of personal data. Further information on how we handle personal data is set out in our Privacy Notice available on our website.

If your complaint relates to data protection matters, you may also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Other remedies

Nothing in this complaints procedure affects your right to seek other remedies available to you under applicable law.