



COMPLAINTS

JTC GAS UK LLP, trading as JTC AIFM Solutions UK (the “Firm”) is part of the JTC Group. Services may be provided directly by the Firm, or through its Appointed Representatives network. The Firm is responsible for handling all complaints that relate to its services, whether these are direct or through its Appointed Representative network.

The Firm strives to ensure that a high-quality service is provided and customers are treated fairly. If you are dissatisfied with any aspect of the service you have received, we would like the opportunity to put things right.

The Firm’s Compliance Officer is responsible for undertaking the complaints management function, and can be contacted using the following details:

Telephone: +44 203 893 1014

Name: Candice Henderson

Email: candice.henderson@jtcgroup.com

Address: The Scalpel, 18th Floor, 52 Lime Street, London, EC3M 7AF

In order to investigate the matter please provide us with all information pertaining to your complaint including your name and contact details.

We will acknowledge your complaint promptly and our acknowledgement to you will outline the nature of the complaint as it understood by us and the steps that we will be taking to resolve it. If you believe that we have misinterpreted the nature of complaint, please contact us without delay.

We will investigate your complaint competently, diligently and impartially and keep you informed of the progress of your complaint. It is our aim to resolve client complaints as quickly as possible. Therefore, we will aim to send a ‘final response’ with our findings and conclusion within 8 weeks following receipt of a complaint. The final response will confirm whether:

- > the complaint is upheld;
- > whether or not any redress or remedial actions are proposed; and
- > inform you that if you are not satisfied with the response, you may be able to refer the complaint to an Alternative Dispute Resolution (“ADR”) entity or take civil action.

Along with our final response letter we will enclose either a copy of, or a link to the Financial Ombudsman Service explanatory leaflet and advise you if you are an eligible complainant.

We record all complaints and use them to review and improve our services. All complaints are handled in line with our relevant data protection legislation.