

# Complaints

*March 2024*  
*redwheel.com*

## 1. What is a Complaint?

- 1.1. *This document sets out Redwheel's Complaints Policy for the handling and review of any complaints it receives.*
- 1.2. *Complaints are generally interpreted as any expression of dissatisfaction, either verbally or in writing.*

## 2. How do I make a Complaint?

- 2.1. *Please address all complaints either in writing or verbally using the contact details below:*
  - 2.1.a. *Attention: General Counsel & Chief Compliance Officer*
  - 2.1.b. *Address: Verde, 10 Bressenden Place, London SW1E 5DH*
  - 2.1.c. *Email: [Compliance@Redwheel.com](mailto:Compliance@Redwheel.com)*
  - 2.1.d. *Telephone: +44 (0)20 7227 6000*
- 2.2. *Please provide as much information as you may have in respect of the complaint so that we may fully investigate the issue.*

## 3. How will my complaint be handled?

- 3.1. *Upon the receipt of your complaint, we will promptly respond with a written acknowledgement and confirmation that the complaint is being reviewed.*
- 3.2. *We seek to resolve complaints as soon as practicable and aim to resolve it within three working days, however, if it should require more time then we will advise you accordingly.*
- 3.3. *Where a complaint is resolved within three business days of receipt, we will provide you with a written Summary Resolution Communication ("SRC").*
- 3.4. *A SRC is a written communication which acknowledges your complaint and notes that we consider the complaint to be resolved.*
- 3.5. *In the unlikely event a complaint cannot be resolved within three business days, or we choose to consider a complaint further, we will provide you with a Final Response Letter within eight weeks.*
- 3.6. *A Final Response Letter is a written document which addresses the complaint and provides our findings.*
- 3.7. *A complaint is considered resolved when Redwheel has sent either a SRC or a Final Response Letter (depending on the complaint); when you have indicated acceptance or where you do not respond.*

## 4. The Ombudsman

- 4.1. *Subject to fulfilling certain requirements you may have the right to refer your complaint to the Financial Ombudsman Service if you remain dissatisfied. The Financial Ombudsman Service's contact details are below:*
- 4.1.a. *Address: Harbour Exchange Square, Exchange Tower, London, E14 9SR*
  - 4.1.b. *Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)*
  - 4.1.c. *Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)*
  - 4.1.d. *Telephone: 0800 023 4 567 or 0300 123 9 123*
- 4.2. *If you should have any questions regarding this policy or any concerns, please contact [Compliance@Redwheel.com](mailto:Compliance@Redwheel.com)*