

Complaints

At Ptarmigan Capital Limited (“Ptarmigan Capital” or “the Firm”) we endeavour to provide a consistently high level of client service and we take complaints seriously. In the event you are dissatisfied with any aspect of Ptarmigan Capital’s service, please present your complaint to either your Portfolio Manager or Andrew Case, Head of Compliance.

The Head of Compliance can be contacted using the following:

- Email: acase@ptarmigancapital.co.uk
- Post: 17 Cavendish Square, London, W1G 0PH
- Telephone: (+44 (0) 203 034 1135
- Or in person at the above address.

Please provide us with as much detail about the issue as you are able, this will help us to investigate the matter promptly without delay.

Information is available from Ptarmigan Capital describing the Firm’s procedure for handling complaints. In summary, we will acknowledge your complaint quickly, independently investigate your complaint and aim to resolve it as soon as possible. If the matter is resolved within 3 business days we will confirm this in writing. If the investigation takes longer, we will keep you updated, reporting our findings and conclusion no later than eight weeks from the receipt of the complaint.

In the event we do not resolve your complaint to your satisfaction, or if the 8 weeks has elapsed and you have not received a final response from the Firm, you may be able to refer your complaint to the Financial Ombudsman Service (“the FOS”). Information is available from Ptarmigan Capital describing the FOS’s procedures. Details are also available directly from the FOS [website](#). Please note that you will need to have submitted your complaint to Ptarmigan Capital in the first instance before you are able to take your complaint to the FOS. If you would like details of the Firms complaints handling procedures or a copy of the FOS information, please email your Portfolio Manager or the Head of Compliance using the above contact details.