



SARASIN  
& PARTNERS

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# Making a Complaint

## A guide for Clients

July 2018

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# How to complain

This leaflet explains the complaints procedures of the Sarasin companies in Ireland. Sarasin & Partners LLP is authorised and regulated by the Financial Conduct Authority (the FCA) and is passported to conduct investment business in Ireland under MiFID. Sarasin Funds Management (Ireland) Limited (SFMI) is the management company of our Irish fund range, and is authorised and regulated by the Central Bank of Ireland (CBI). Our complaints handling procedures are governed by the CBI and in accordance with the Consumer Protection Code 2012.

At Sarasin we aim to please our clients and provide quality products and services. However, if you have found we have failed in any way to provide you with the kind of services you have come to expect from us, we would want you to let us know so we have the opportunity to put it right, learn from your complaints and use them to improve our services to you.

You can make a complaint in writing by letter, fax or e-mail. Alternatively you may make a complaint by telephone or in person. Under our complaints handling procedure aims to resolve your problem as quickly and as efficiently as possible at all stages.

## Step 1

Initially your complaint should be directed to the manager of our Dublin Branch. This will give him the opportunity to explain what actions have been taken and to try to address your issues directly.

Fergus Crawford  
Sarasin & Partners LLP, Dublin Branch  
120 St Stephen's Green, Dublin 2, Ireland

Alternatively, if you would prefer to address your complaint to someone other than the person you have been dealing with or you are an investor in a fund managed by SFMI, you may contact:

Caroline Wells  
Head of Compliance  
Compliance Department  
Sarasin & Partners LLP  
Juxon House  
100 St. Paul's Churchyard  
London, EC4M 8BU

United Kingdom  
Tel: + 44 (0) 20 7038 7000  
Fax: + 44 (0) 20 7038 6852  
e-mail: [compliance@sarasin.co.uk](mailto:compliance@sarasin.co.uk)

Please give as much detail as you are able and if possible include any relevant documents in support of your complaint.

## Step 2

You should expect to receive an acknowledgement letter from us within five working days from the date we first received your complaint. The written acknowledgement will contain the name of the person dealing with your complaint and an indication of when we expect to provide you with a full response to your complaint.

If, on the other hand, we reasonably anticipate a quick full response to your complaint, i.e. within five working days, we may not send a separate initial acknowledgement.

## Step 3

After sending you an acknowledgement letter, your concern will be fully investigated. The investigation will involve a full assessment of your complaint according to our internal complaint handling guidelines and will be conducted within the timeframe set out in your acknowledgement letter which will be no later than 40 working days after receipt of your complaint. We will attempt to provide you with a full response addressing all your concerns and a full written account of our investigation with conclusions.

If we you do not receive a reply from you to our final response this does not affect your right to refer the complaint to the Financial Services and Pensions Ombudsman (FSPO) or any of your other legal rights.

## Step 4

We hope that by this stage we would have handled your complaint to your satisfaction.

Should you remain dissatisfied you have the option to refer the matter to the FSPO who independently investigate your complaint. The FSPO is an independent ombudsman scheme that allows private individuals, small businesses, smaller charities and trusts and other persons who fall within the definition of "Eligible Complainant" access to an independent complaints adjudicator. Please refer to the website below for further information.

Your letter to the FSPO should be sent to the following address:

The Financial Services and Pensions Ombudsman  
3<sup>rd</sup> Floor, Lincoln House  
Lincoln Place  
Dublin 2

Tel: +353 1 6620899

Fax: +353 1 6620890

[enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

website: [www.financialombudsman.ie](http://www.financialombudsman.ie)

Sarasin & Partners LLP Dublin Branch  
120 St Stephen's Green,  
Dublin 2, Ireland  
Tel +353 1 638 0850  
Fax +353 1 66100148  
[www.sarasinandpartners.com](http://www.sarasinandpartners.com)

Sarasin & Partners Fund Operations  
Tel: +44 (0) 20 7038 7002  
Fax: +44 (0) 20 7038 6864  
Email [fundoperations@sarasin.co.uk](mailto:fundoperations@sarasin.co.uk)

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