

Complaints Policy

Mbuyu Capital aims to maintain the highest standards of service, sometimes things can go wrong, often these issues are simple mistakes or misunderstandings. If you have any concerns regarding the service you have received from us, we suggest that you first discuss your problem with your usual Mbuyu Capital contact. We would not seek to reduce your rights under our complaints management process, if we cannot resolve the matter to your satisfaction and you wish to complain please contact :

The Complaints Manager
Mbuyu Capital Partners Ltd
Harwood House
43 Harwood Road
London
SW6 4QP

Or email : gmillier@mbuyucapital.com

Mbuyu Capital Partners Ltd Complaints Management Procedure

Mbuyu Capital is authorised and regulated by the Financial Conduct Authority

The Procedure:

- 1 Should you have a complaint you should contact the Complaints Manager at : Mbuyu Capital Partners Ltd, Harwood House, 43 Harwood Road, London SW6 4QP, UK, or you can email them at complaints@mbuyucapital.com.
- 2 We endeavour to acknowledge any complaint in writing within 5 working days. This letter will outline our understanding of the complaint, what we are doing to investigate the complaint and when we hope to have a detailed response to you.
- 3 We will thoroughly investigate all aspects of the complaint competently, diligently and impartially.

- 4 We aim to respond in detail to any complaint within 4 weeks, this response will detail the subject of the complaint, whether we feel the complaint should be upheld, what remedial action or redress may be appropriate.
- 5 If we are not in a position to respond within 4 weeks, we will inform you why and indicate when we expect to be able to respond
- 6 If you are dissatisfied with our final response you may also refer your complaint to the Financial Ombudsman Service (FOS). The FOS will only deal with your complaint if you have first given us the chance to put matters right. Any referral to an alternative Dispute Resolution service or FOS must be made within 6 months of the date of our final response.