

## Complaints Policy

The purpose of this policy is to ensure complaints are handled in a professional and timely manner. All complaints will be handled by the Managing Partner, Russell Hogan. If the complaint is about the Managing Partner please address your complaint to the Compliance Officer, Vanessa Murchison.

### Definition of a Complaint

The Financial Conduct Authority's definition of a complaint includes any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience ("Regulated Complaint").

### Dealing with a Complaint

All personnel at Dundas Partners are trained on how to deal with complaints. All complaints will be brought to the attention of the Managing Partner and/or Compliance Officer.

It is the responsibility of all personnel to be aware of, and comply with, the complaints procedure below.

- All complaints will be reported to the Managing Partner and/or Compliance Officer for action.
- An acknowledgement letter and a copy of the Company's Complaint Handling Guide will be sent to the complainant. All complaints will be acknowledged within two working days of receipt (in any event no later than five working days from receipt).
- A copy of all complaint letters, together with any supporting evidence, will be held within the complaints files held by the Compliance Officer.

The following details will be recorded:

- The name, address, telephone number and email address of the individual
- Any relevant contact number
- Name of Fund/Account Number
- Nature of the complaint
- Any action to be taken and whether it has been agreed with the individual concerned
- A note of all complaints will be put in writing and logged in the complaints and breaches register with information on any breaches and remedial action.
- A complaints register is maintained by the Compliance Officer and reviewed regularly.

## Contact

If you wish to complain about any aspect of the service you have received from Dundas Partners LLP, please contact:

The Managing Partner and/or the Compliance Officer,  
Dundas Partners LLP.  
41 Northumberland Street. Edinburgh. EH3 6JA.

Email: [info@dundasglobal.com](mailto:info@dundasglobal.com) and telephone: 0131 556 2627

As of 01.08.2019