

Our commitment

Brown Shipley are committed to providing the highest level of service to our customers. Unfortunately, mistakes can happen and we may fail to meet your expectations. If for any reason you are not entirely satisfied with any aspect of our service, we would like to hear from you. That way, we can make relevant enquiries, endeavour to put things right for you and improve our service.

This leaflet explains how any complaint that you may have will be dealt with by us.

How to make a complaint

Depending on the nature of your complaint, you may wish to initially address your concerns to your consultant or account executive. He or she will endeavour to deal with your complaint thoroughly and promptly. However, if they are unable to resolve your complaint within 24 hours it will automatically be referred to our compliance department.

If you wish to address your complaint directly to the compliance department then you can contact them in the following ways:

in writing:

The Compliance Manager
Brown, Shipley & Co. Limited
One King Street
Manchester
M2 6AW

by telephone:

0161 214 6507

by email:

compliance@brownshipley.co.uk

We aim to resolve your complaint as soon as possible. If we are unable to resolve your complaint within a week we will write to let you know:

- that we are dealing with your complaint;
- the name, position and contact details of the person who will be looking into your complaint; and
- when we will contact you again.

Investigation of your complaint

On receipt of your complaint we will undertake a full independent review. Our aim is that your complaint will be resolved as quickly as possible by staff that have the right experience, knowledge and authority.

How we will respond

In most cases we will resolve your complaint within four weeks and will send you a final response letter. If, however, it has not been possible to resolve the issue within four weeks, we will write to you indicating when a solution is likely.

In the unlikely event that we have not resolved your complaint at the end of eight weeks, we will send you a further letter giving reasons for the delay and informing you when our response is likely. At this stage we will also inform you of your right to refer the matter to the Financial Ombudsman Service.

If you are not happy with our response

We aim to resolve all complaints internally to your satisfaction. However, if we have been unable to resolve your complaint within eight weeks of receiving your complaint, or should you be unhappy with our final response, you can request a review from the Financial Ombudsman Service. If you would like the Financial Ombudsman Service to look into your complaint, you should contact them within six months of the date of the final response issued to you. You can contact the Financial Ombudsman Service in the following ways:

in writing:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

by telephone:

0845 080 1800

by email:

complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman Service offers a free independent service and they can help with most complaints. However, there are some limitations on what they can look into.

Further helpful information can be obtained directly from the Financial Ombudsman Service or from their website www.financial-ombudsman.org.uk

Complaints about IFDS Brown Shipley Funds

If you wish to complain about any aspect of the Brown Shipley Funds (i.e. any of the Brown Shipley MultiManager Funds, Brown Shipley UK Flagship Fund or Brown Shipley Sterling Bond Fund) then please, in the first instance forward your complaint to IFDS Managers Ltd who act as the Authorised Corporate Director (ACD) for the above mentioned funds. IFDS Managers Ltd can be contacted:

in writing:

The Service Quality Manager
IFDS Managers Ltd.
PO Box 1101
Chelmsford
Essex
CM99 2WS

by telephone:

0870 043 4830

by email:

acd@ifdsgroup.co.uk

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