
ALBACORE CAPITAL LLP

OUR COMPLAINTS HANDLING PROCESS

We aim to ensure that we achieve good outcomes for our customers at all times. Any complaints will be investigated competently, diligently and impartially, assessed fairly and promptly with respect to the subject matter of the complaint, and whether the complaint should be upheld and what remedial action or redress may be appropriate.

If you wish to make a complaint, please contact our Head of Compliance, Amanda Franco at:

Contact details:

Amanda Franco

AlbaCore Capital LLP

55 St. James's Street

London

SW1A 1LA

compliance@albacorecapital.com

The Financial Conduct Authority's Dispute Resolution ("DISP") handbook sets out the rules relating to the handling of complaints from eligible complainants and MiFID clients.

Where we receive a complaint from an eligible complainant we will acknowledge receipt and provide details of our complaint handling process.

While investigating your concerns we will communicate with you clearly, in plain language that is easy to understand and reply to your complaint without undue delay. We may need to request additional information from you during our investigation to ensure we fully understand the circumstances.

We will keep you regularly updated on the progress of our investigation and as soon as our investigation is complete we will communicate our position. This will include details of any redress or remedial action we deem appropriate and inform you about your options, including that you may be able to refer to the Financial Ombudsman Service, or an Alternative Dispute Resolution entity, if you are unhappy with our decision and you are eligible to do so. You may alternatively be able to take civil action.

If we have reasonable grounds to be satisfied that another respondent may be solely or jointly responsible for the matter alleged in your complaint, we will promptly forward the complaint, or the relevant part of it, in writing to that other respondent. We will inform you promptly in a final response of the reason for forwarding the complaint, including the other respondent's contact details. Where jointly responsible for the fault alleged in the complaint, we will comply with our own obligations in respect of that part of the complaint we have not forwarded.

Unless there are exceptional circumstances, complaints must be raised within six years of the event being complained about, or within three years of when you became aware (or should have become aware) that you had reason to complain.

We will endeavour to write to you with the outcome of our investigation within eight weeks of receiving your complaint.

FINANCIAL OMBUDSMAN SERVICE (“FOS”)

If you are eligible to take your complaint to FOS and a) your complaint is not resolved by us to your satisfaction, or b) we have not provided you with the outcome of our investigation within eight weeks, you may be able to take your complaint to FOS. If you wish to take your complaint to FOS you must do so within six months of our final response.

If a business and a customer can't resolve a complaint themselves, the FOS can give an unbiased answer about what has happened. If the FOS decide someone has been treated unfairly, they have legal powers to put things right. In order to contact the Financial Ombudsman Service you should:

- write to- The Financial Ombudsman Service, Exchange Tower, London, E14 9SR; or
- telephone 0300 123 9 123 or 0800 023 4567; or
- visit- <http://www.financial-ombudsman.org.uk/default.htm>

The FOS consumer leaflet, which provides more information about their process can be found at: [FOS consumer leaflet](#)

May 2023