

# **COMPLAINTS HANDLING PROCESS**

**CAMROSE CAPITAL INVESTMENT PARTNERS LLP**

26 March 2025

## **INTRODUCTION**

Camrose Capital Investment Partners LLP (“Camrose Capital” or the “Firm”) is committed to maintaining the highest ethical and business standards while acting in the best interests of its current and prospective clients and investors in the alternative investment funds it manages (collectively referred to as “Clients”). Whilst the Firm endeavours to meet these standards at all times, it is recognised that, on occasion, a Client may feel that the Firm has fallen short of this aspiration and wishes to make a complaint.

Camrose Capital considers it important that every complaint received is thoroughly reviewed and addressed in an appropriate manner. This approach not only ensures compliance with regulatory obligations but also upholds the Firm’s integrity, and the effectiveness of its systems and controls. Additionally, analysing the root cause of the complaint may provide the Firm with valuable insights that may help enhance the services offered to Clients.

This Complaints Handling Process provides the complainant or potential complainant with information as to how Camrose Capital handles its complaints.

## **MAKING A COMPLAINT**

A complainant should set out their complaint in writing, providing as much detail as possible, and either post the complaint to the Chief Compliance Officer (“CCO”): Sarah Jane Maidens, 2<sup>nd</sup> Floor, 21A Kingly Street, Carnaby, London, W1B 5QA, or email it to: [s.maidens@camrosecapital.com](mailto:s.maidens@camrosecapital.com).

## **COMPLAINTS HANDLING PROCESS**

All complaints received are referred to the CCO.

All complaints received will be acknowledged promptly, with a confirmation that the complaint is being dealt with and a copy provided of this Complaints Handling Process.

The Firm will endeavour to resolve complaints as promptly as possible. Ideally, simple complaints of an administrative nature will be resolved by the close of the third business day following the date of receipt.

If the complainant qualifies as an eligible complainant, as defined by the FCA, they will be informed that if the complaint is not resolved to their satisfaction, they may be entitled to refer it to the Financial Ombudsman Service (“FOS”). The FOS is a free service that settles complaints between consumers and businesses that provide financial services. In general, this option will only apply when either the Firm has sent its final position to the complainant or when eight weeks have elapsed since the Firm received the complaint.

Any complaint will be investigated competently, diligently and impartially, by the Firm which will obtain additional information as necessary. The complainant will be kept informed of the progress being made in the resolution process of their complaint.

The Firm will consider to what extent the subject matter of the complaint is the responsibility of the Firm or an external agent, regardless of whether the complainant is claiming a loss. If responsibility lies with an external agent, the Firm will assess whether the agent was appointed by the Firm, the complainant, or another party.

Once the investigation has been conducted, the CCO will discuss with the Firm's Management Committee what action and redress is appropriate and whether or not compensation should be offered.

For any complaints not resolved and responded to within three business days, a "final" written response will be sent to the complainant within eight weeks of receipt of the original complaint. The response will include a fair, clear and not misleading assessment and explanation of the Firm's findings. If appropriate, redress may comprise an apology, an assurance that steps have been taken to avoid a recurrence, an offer of further remediation and, if appropriate, compensation. Where the Firm rejects the complaint, it will provide reasons for this decision. If a final response cannot be provided within the eight-week timeframe, the Firm will inform the complainant accordingly, providing an explanation for the delay along with an estimated timeframe for when the final response is expected.

The Firm will comply promptly where any offer of remedial action or redress is accepted by the complainant.

When communicating the Firm's final position regarding the complaint to an eligible complainant, they will be advised that if they are dissatisfied with the outcome, they may have the right refer the matter to the FOS. The Firm's communication will be accompanied by a copy of the FOS's standard explanatory leaflet and FOS's website address: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). The Client will be advised that there is a six month time limit from the date the business issues its final response to refer the complaint to the FOS. After this period, the FOS may be unable to consider the complaint as the Firm does not waive this time limit.