

AUGUST 2023

At Seven Investment Management (7IM), we pride ourselves on excellent customer service. Our aim is to have a minimal number of complaints and a maximum number of satisfied clients. However, we do recognise that there could be times when our clients feel that we fall short of this aim. We view complaints as an opportunity for learning what we as an organisation can do to help our clients, setting their expectations and delivering to those expectations without error and in a friendly way. The rest of this document explains our process for handling complaints.

### **Making a complaint**

If you have a financial adviser, they will be able to raise a complaint on your behalf. Alternatively you can contact us directly by phone: 0207 760 8777 or email: [complaints@7im.co.uk](mailto:complaints@7im.co.uk). You can also write to the Chief Risk Officer, Seven Investment Management LLP, 1 Angel Court, London EC2R 7HJ. If you have purchased a 7IM fund using the application forms available on our website, you can contact our Fund Servicing Centre, which is managed on our behalf by Northern Trust. Their contact details are 0333 300 0354 or [7iminvestorservices@ntrs.com](mailto:7iminvestorservices@ntrs.com).

### **Our complaints process**

We aim to resolve all complaints in a timely and efficient manner. If your complaint is resolved to your satisfaction within three business days from receipt, we will send you a Summary Resolution Communication. Where we anticipate that the matter will take longer than 3 business days to resolve, we will send you an acknowledgement letter and a copy of our complaints procedure promptly upon receipt of your complaint. There may be some occasions when we will need to ask you or your adviser for more information, before the complaint investigation can proceed.

Your complaint will be investigated by a nominated complaint handler, who will be sufficiently impartial and unbiased. This will involve gathering all documents and information necessary for a clear picture of the chain of events to become evident. If the complaint cannot be readily resolved we will contact you to give an update on our progress and an estimated time to resolution.

We will provide you with a final decision on our findings within 8 weeks of receipt or, failing that, an explanation as to why we have not been able to do so and an indication of when you can expect a final response.

In our final response we will provide you with details of the Financial Ombudsman Service (see below) and either:

- Uphold the complaint and where appropriate offer redress or propose remedial action;
- Offer redress or propose remedial action without upholding the complaint; and/or
- Reject the complaint and explain the reasons for this.

The Financial Ombudsman will not generally review complaints which relate solely to investment performance. However, we are happy to explain the logic behind the choices that were made and the reasons for the subsequent performance.

Where we become reasonably satisfied that a third party may be solely or jointly responsible for the matter under investigation, we may forward the complaint, or the relevant part of it, to that third party. Where we decide that this is the most appropriate course of action, we will act promptly and will inform you of our actions accordingly.



# COMPLAINTS PROCEDURE

## UK CLIENTS

### Financial Ombudsman Service

If you are unhappy with the outcome of 7IM's investigation, you can ask the Financial Ombudsman Service to review the matter. The Financial Ombudsman Service is there to help settle disputes between consumers and businesses providing financial services. Their contact details are:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

More information is also available on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Online dispute resolution

The European Commission has established an Online Dispute Resolution (ODR) platform to enable a customer who is a European Union (EU) resident who purchased a product or service online to submit a complaint through a central European website. The purpose of the site is to ensure those complaints are passed to the appropriate independent dispute resolution service. The link to the ODR platform can be accessed here:

<http://ec.europa.eu/odr>.

If you are unhappy with the outcome of our investigation, the appropriate resolution service is the Financial Ombudsman Service as set out above. Alternatively, EU residents can use the ODR platform. If you decide to use the ODR platform, you will need the following information:

Our name: Seven Investment Management LLP

Our website address: [www.7im.co.uk](http://www.7im.co.uk)

Our address: 1 Angel Court, London EC2R 7HJ

Our email: [information@7im.co.uk](mailto:information@7im.co.uk)

Our geographic address: United Kingdom

### Treating customers fairly

7IM wishes to be seen by our clients as to have understood their points and responded to them appropriately, without being defensive. All correspondence will be clear and written in plain English. We will include copies of relevant documentation with 7IM's response if we think this may help (e.g. text from a brochure or the website).

### Management information

The person with responsibility for handling complaints at 7IM is the Chief Risk Officer. On a regular basis, the Compliance team will provide Management Information (MI) to senior management, and periodically conduct root cause analysis in order to identify common causes of complaints.

### Taking civil action

If your complaint is not resolved to your satisfaction, you may be able to take civil action. However, we hope that you would discuss your concerns with us in the first instance.

For more information call 0207 760 8777 or visit [www.7im.co.uk](http://www.7im.co.uk)

Seven Investment Management LLP is authorised and regulated by the Financial Conduct Authority, Member of the London Stock Exchange.  
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