



## UK Complaints Charter

We are committed to providing services of the highest standards. If you feel we haven't lived up to your expectations, we would like to know so we can put things right as soon as possible. This Charter explains our complaints procedure and the actions we take to resolve your complaint.

### Our commitment to you

- We can receive your complaint by any reasonable means – for example, letter, fax, email, telephone or in person.
- We will promptly acknowledge your complaint in writing, providing the name and title of the person that is handling your complaint.
- Your complaint will be investigated by a suitably trained representative who was not directly involved in the matter that is the subject of your complaint. The member of staff either has the authority to settle your complaint or have ready access to someone who does.
- We will manage your complaint in a consistent and fair manner.
- We aim to resolve all complaints promptly, within three business days from the business day we have received the complaint. If the matter is resolved within this time, and you agree with our proposed resolution, we will write to you to confirm that the complaint was received and handled at your satisfaction.
- If you telephone us during our investigation and the member of staff handling your complaint is not available, then another member of our team will be able to help you.
- If we are unable to resolve your complaint within three business days from the business day we have received the complaint, your case will be forwarded to our Compliance department and promptly acknowledged.
- Compliance will promptly, independently, diligently, and impartially investigate the matter(s) and considered whether there is reasonable ground to believe that another firm may be, solely or jointly, responsible for the matter alleged in the complaint.
- By the end of the eight week from the receipt of your complaint, Compliance send you a final response.
- Our final response will advise of our findings and, where appropriate, what action is being taken to resolve the matter. We will address the subject matter of your complaint, and where the complaint is upheld, we will offer a resolution that is consistent with treating all of our clients fairly.
- When redress is appropriate we do aim to provide you with fair compensation.
- In the unlikely event that your complaint has not been resolved within eight weeks of original receipt, we will contact you in writing explaining why we have still not resolved your complaint and tell you when we will make further contact.

### General Information

Olivetree Financial Limited is authorised and regulated by the Financial Conduct Authority (“FCA”) in the UK. In recognition of FCA Dispute Resolution (DISP) 1.1A regarding MiFID applicable complaints, Olivetree have adopted an effective and transparent procedure for the fair and prompt handling of all complaints. Olivetree will apply best practice paying due regard to the interests of its clients, treating all clients fairly.

We trust you will be satisfied with the outcome of our investigation and politely remind you that Olivetree does not have permission to undertake business for or on behalf of retail clients, and if you are classified by the FCA as a ‘Professional Client’ your complaint is not eligible for referral to the Financial Ombudsman Service. If you have any questions about our complaints process, please contact us at:

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