

## SUMMARY OF COMPLAINTS HANDLING PROCEDURE

New Street Management Limited's ("NSM") implements the Channel Islands Financial Ombudsman (CIFO) Model complaint-handling procedure. This is the Model complaint-handling procedure for financial services providers, published by the CIFO and available at <https://www.cifo.org/>

### Summary of the Complaint-Handling Procedure:

- Any complaint received will be assessed, so far as possible, by a Director who has not been involved with the matters leading up to the complaint.
- Any complaint will be acknowledged in writing within 5 business days of receiving the complaint and the complainant will be directed to a summary of the complaints-handling procedure which is available on NSM's website or provided with a copy of the summary of the complaints-handling procedure.
- NSM aims to resolve any complaints at the earliest possible opportunity and to offer redress or a remedy where appropriate and to provide promptly any redress which is offered by NSM and accepted by the complainant.
- All significant complaints, and any complaint that remains unsettled for longer than three months, must be notified to the Guernsey Financial Services Commission.
- Any complainant may also inform the Guernsey Financial Services Commission directly of their complaint, including in the event that the complaint has not been resolved within the prescribed period.