

New Street Management Limited (“NSM”) takes complaints extremely seriously and 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.ci-fo.org/news-publications/policies>. Please note that not all NSM’s clients may be eligible to refer a complaint to the CIFO.

- A complaint may be made in person, via telephone, email or letter.
- Your complaint will be assessed, so far as possible, by a Director who has knowledge of your case however, depending on the nature of your complaint, an independent Director may be appointed.

Unless:

- by the end of the third business day following the business day on which your complaint was received, you have confirmed (orally or in writing) that the complaint has been resolved to your satisfaction; and
- NSM has sent you written confirmation using plain English that it considers the complaint to be resolved, but that, if you remain dissatisfied, you may be able to refer the complaint to CIFO (using its full name and giving CIFO’s complete contact details).

NSM will: -

- Acknowledge your complaint in writing within five business days of receiving the complaint and you will be provided with a summary of our complaints handling procedure by the same means in which the acknowledgment is sent (i.e. letter, email or telephone) (a copy of which is also available on NSM’s website) which will give an indication of the expected time frame to investigate your complaint depending on the severity and nature of the complaint.
- Aim to keep you informed in the progress of your complaint including details of any actions being taken to resolve the complaint, except where this conflicts with or is prohibited under another law.
- Provide you with a full response to your complaint within eight (8) weeks from receipt of the first complaint and in any event within three (3) months from receipt of the first complaint, if extra time is required contact will be made with you to advise you of the reason.
- NSM aims to resolve all complaints within 8 weeks of receipt.

Please note that in cases of significant complaints or where a complaint remains unresolved for longer than three months, NSM is under an obligation to inform its regulator (the Guernsey Financial Services Commission) of the complaint.

Any final response sent will: -

- accept your complaint and offer any appropriate redress and/or remedy; or
- offer redress and/or remedy without accepting your complaint; or
- reject your complaint and give clear reasons for doing so.

- The final response will also tell/remind you that if you remain dissatisfied, you:
- can refer the complaint to CIFO;
- must refer the complaint to CIFO within 6 months of the final response, giving the date the 6 months expires; and
- must also contact CIFO within 6 years of the event complained about or (if later) 2 years of when you could reasonably have been expected to become aware that you had a reason to complain.

Approach

- Where a substantive response has been given by NSM in relation to your complaint and unless you have indicated that the response is unsatisfactory, NSM is entitled to treat the complaint as settled and resolved after the expiry of 4 weeks from the date of its response.
- NSM will consider a complaint as closed in any of these circumstances:
- after an offer of redress or remedy has been made, accepted and put into effect; or
- after a final response has been sent rejecting your complaint and 6 months have passed without the complaint being referred to CIFO
- When NSM deems the complaint as resolved, communication will be made to the complainant to advise them that NSM has now considered the complaint as closed.
- You may also inform the Guernsey Financial Services Commission directly of your complaint, including in the event that your complaint has not been resolved within the prescribed period.

The contact details for the Guernsey Financial Services Commission are as follows: -

The Guernsey Financial Services Commission

PO Box 128

Gategny Court Gategny Esplanade St Peter Port Guernsey, GY1 3HQ

Guernsey local phone: 01481 712706

International phone: +44 1481 712706

Website: www.gfsc.gg

The contact details for the CIFO are:

Channel Islands Financial Ombudsman (CIFO)

PO Box 114

Jersey

Channel Islands JE4 9QG

Email: enquiries@ci-fo.org

Website: www.ci-fo.org

Jersey local phone: 01534 669800

Guernsey local phone: 01481 722218

International phone: +44 1534 669800

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