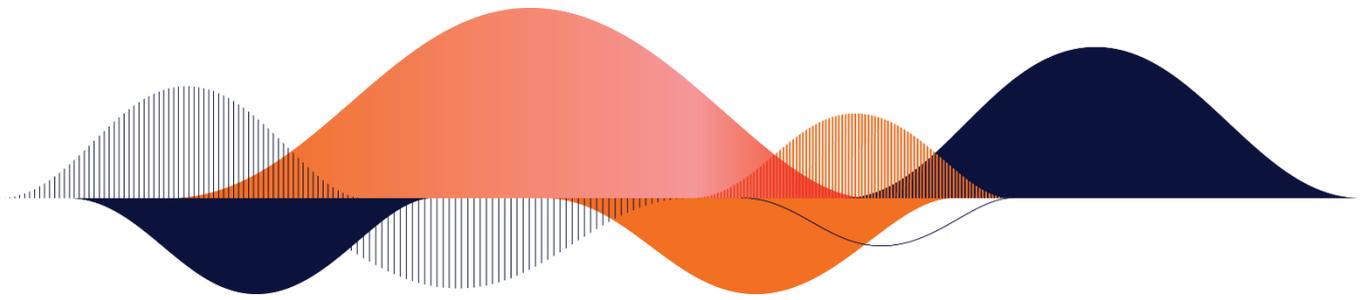


# Complaints Handling Process

11 March 2024



## 1. Introduction

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As FCA regulated firms, the UK entities of the Savills IM Group are required to comply with the DISP provisions relating to complaints. The Savills IM Group is committed to maintaining clear and defined procedures when dealing with complaints, which will be handled in a fair and transparent manner.

## 2. Complaints Process

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If you are dissatisfied with any aspect of Savills IM's service, you can write to our Compliance Officer in the first instance. They can be contacted via email to [complaints@savillsim.com](mailto:complaints@savillsim.com) or by letter to 33 Margaret Street, London, W1G 0JD. We will investigate the circumstances of your complaint and aim to:

- acknowledge your complaint and provide an initial response within five business days;
- provide a follow-up response within 20 business days; and
- provide a final response to you within 40 business days of receiving the complaint.

Where it is not possible to adhere to the above recommended timeframes, we will advise you accordingly and aim to update you on the progress of your complaint on at least a monthly basis.

## 3. Financial Ombudsman Service

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Given the scope of our activities and our client base, it is unlikely that you will be eligible to refer your complaint to the Financial Ombudsman Service (FOS). Our final response will contain further information including an indication whether you may be considered an eligible complainant for the FOS considering your specific circumstances. However if you are considered an eligible complainant and we do not resolve your complaint to your satisfaction within eight weeks, you may be eligible to refer your complaint to FOS. Details on how to do this are available on the [FOS website](#), or you can contact Savills IM for further information. You should write to Savills IM before making a complaint to FOS to [complaints@savillsim.com](mailto:complaints@savillsim.com) or by letter to 33 Margaret Street, London, W1G 0JD.

For further information, please contact:

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**Savills Investment Management**

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**Important notice**

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