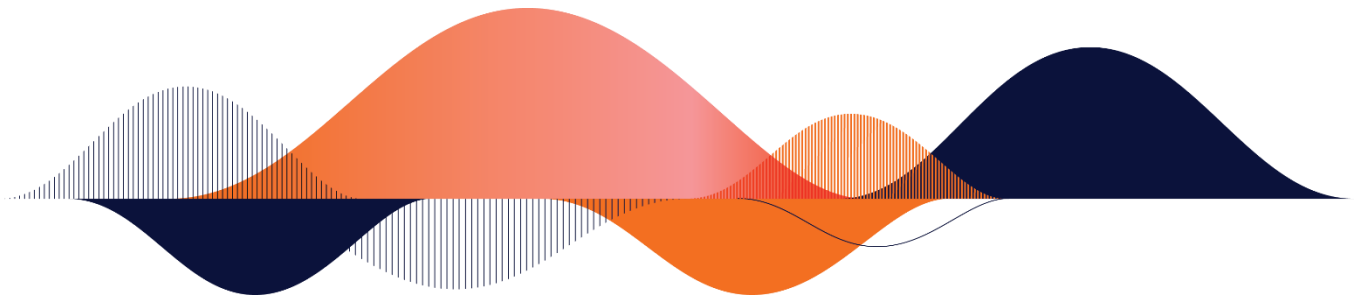


Complaints Handling Process

09 June 2025



1. Introduction

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.

The entities covered by this process, together 'The Savills IM Group' are:

Savills Investment Management (UK) Limited;

Savills Investment Management LLP; and

DRC Savills Investment Management LLP.

2. Complaints Process

If you are dissatisfied with any aspect of the Savills IM Group's service, you can write to our Compliance Officer in the first instance. The relevant contact details are:

For complaints relating to Savills Investment Management (UK) Limited or Savills Investment Management LLP, please email complaints@savillsim.com

For complaints relating to DRC Savills Investment Management LLP please email info@drsavillsim.com

Alternatively you may send us a letter addressed to: Compliance Officer Savills IM or DRC Savills IM at 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

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 the Savills IM Group for further information. You should write to Savills IM before making a complaint to FOS to complaints@savillsim.com (or info@drcsavillsim.com if your complaint relates to DRC Savills IM) or by letter to 33 Margaret Street, London, W1G 0JD.

For further information, please contact:

Savills Investment Management LLP; or

Savills Investment Management (UK) Limited

33 Margaret Street

London W1G 0JD

T +44 (0) 20 7877 4700

F +44 (0) 20 7877 4777

complaints@savillsim.com

DRC Savills Investment Management LLP

33 Margaret Street

London W1G 0JD

T +44 (0) 20 7042 0600

F +44 (0) 20 7042 0610

info@drcsavillsim.com

savillsim.com

Important notice

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The registered and physical address of these entities is: 33 Margaret Street, London W1G 0JD.



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