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Not Happy? Here's what to do



1. Explain to your main point of contact at <name of AR>, orally or in writing, what you're not happy about and how you would like things to be resolved.
2. If the issues are low-impact, e.g., minor and administrative in nature, and <name of AR> confirms it is able to resolve them quickly, and you're happy to accept the proposed resolutions, once <name of AR> has taken corrective action, you will receive a summary communication of the issues raised and how they have been resolved. Alternatively, you can register your issues formally with us, as set out below.
3. If the issues are more complex, serious and/or high-impact, you would simply prefer to formally register a complaint, and/or if you remain unhappy with the action taken under step 2. above, please contact the Compliance Officer at Midmar using the following information:

Tel: 0131 473 1006
 Email: gillian.gallacher@midmarcapital.com
 Post: Midmar Capital LLP
 Hudson House
 8 Albany Street
 Edinburgh
 EH1 3QB

How we handle complaints

If you decide to formally register your issues with Midmar, in accordance with the documented complaints procedure Midmar will:

1. Acknowledge receipt of your complaint in writing (by email or post), enclosing a copy of our complaints leaflet and Complaints Management Policy, within 5 working days of receiving it.
2. Gather all relevant evidence information and where appropriate, testimony in order to consider the issues raised fairly and consistently.
3. As far as is practicable and reasonable, keep you updated on the progress of your complaint.
4. Issue a response to you in writing as soon as possible but in any case, within 4-8 weeks of receiving your complaint. Where this is not possible, Midmar will write to you within this timeframe explaining why it hasn't been able to issue a response to you and when it is likely to be able to issue one.
5. Given the nature of Midmar and <name of AR>'s business and typical client type, if you remain dissatisfied with the response you may only be able to escalate your issues to the Courts. Should you wish to do so, or if you are eligible for an alternative route of escalation, where appropriate and permitted to do so, Midmar and <name of AR> will aim to co-operate fully with any escalation procedure.

Our commitment to you

- Midmar and <name of AR> aim to ensure:
- Complaints are handled promptly and fairly,
 - Complaints are thoroughly investigated,
 - Complainants feel listened to and taken seriously,
 - Lessons are learnt, and
 - Improvements are made

So far as is possible, appropriate and non-prejudicial, clients should expect openness and transparency from Midmar and <name of AR>.

If you feel that Midmar or <name of AR> has fallen short in any of these areas, please contact Midmar's Compliance Officer using the details at the top of this page.

Midmar Capital LLP, Registered in Scotland, Registered Number: SO302073, Registered office: Hudson House, 8 Albany Street, Edinburgh, EH1 3QB.

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<Enter firm details and regulatory status of firm>

