

## Complaints Handling Procedure

Customer satisfaction is an integral and fundamental part of our culture so if you are dissatisfied with any aspect of the service you have received from Lindsell Train Limited (“Lindsell Train”) we would like to hear from you to enable us to look at the issue.

If you invested in a Lindsell Train Fund via a third party such as a Platform or an IFA, you should contact them in the first instance.

If you then wish to complain to Lindsell Train, please contact our Compliance team by one of the methods listed below.

- i) Email - [compliance@lindselltrain.com](mailto:compliance@lindselltrain.com)
- ii) Telephone - +44 (0)207 808 1210
- iii) By Post – Chief Compliance Officer, Lindsell Train Limited, 66 Buckingham Gate, London, England, SW1E 6AU.

To help us investigate and resolve your complaint as quickly as possible please let us know

- a) Your full name, address, telephone number, email address (if you have one);
- b) A full description of your complaint and what you would like us to do to resolve your complaint and;
- c) Copies of any relevant documentation you wish us to consider as part of our investigation.

We aim to resolve all complaints as quickly as possible and will keep you informed of the progress we have made in investigating and responding to your complaint.

### Financial Ombudsman Service

If we cannot resolve your complaint to your satisfaction, you may (subject to your status as a complainant) have the right to refer your complaint to the Financial Ombudsman Service an independent dispute resolution service. Their contact details are

Contact Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Contact Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Contact Phone: 0300 123 9123 or 0800 023 4567

Website: <http://www.financial-ombudsman.org.uk/>