

# Complaint handling by ConBrio Fund Partners Limited (CFP)

This document is designed to provide information on how ConBrio Fund Partners Limited (CFP) will act in the event that we receive a complaint. It describes the procedures that we will undertake, which are in accordance with the requirements of our Regulator, the Financial Conduct Authority (FCA). Our FCA number is 229057.

**If you wish to make a complaint about any aspect of the service you receive, please write in the first instance to our [Compliance Officer](#) at:**

ConBrio Fund Partners Ltd  
PO Box 12917  
CHELMSFORD  
CM99 2FW

**If you wish to register your complaint verbally please call the following:**

**0330 123 3716** in relation to our CFP Castlefield funds

**0330 123 3739** in relation to our CFP Sanford Deland funds

We will endeavour to resolve all complaints within three working days of receipt. If we are able to do so within this time period we will issue you a written summary of the resolution. This will confirm that your complaint has been resolved and inform you of your right to take your complaint to the Financial Ombudsman Service should you subsequently feel dissatisfied with the outcome.

If we are unable to resolve your complaint within three working days of receipt, a written acknowledgement will be issued promptly within no more than five working days of receiving your complaint.

**This will include:**

- i. The name of the Compliance Oversight Officer and contact details;
- ii. A statement that a written report will follow once the investigation is complete;
- iii. If you have registered your complaint verbally, a statement of the firm's understanding of the nature of the complaint and a request for you, as the complainant, to confirm this in writing.

Every effort will be made to resolve complaints within the first eight weeks.

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If the investigation is not complete after eight weeks, a further letter will be sent explaining that the firm is not yet in a position to provide a final response, detailing the following:

- (a) An explanation of why the firm is not in a position to make a final response and an indication of when it expects to be able to provide one;
- (b) Informing you as the complainant that you may then refer the complaint to the Financial Ombudsman Service, providing details of the relevant referral timescales and limits;
- (c) Including a copy of the Financial Ombudsman Service (FOS) explanatory leaflet, or if responding by electronic means we will provide a link to details of the same on the FOS website;
- (d) Provision of the website address of the Financial Ombudsman Service (FOS). [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Once the investigation is complete a letter will be sent providing a summary of our investigation and our decision in the matter. This will also include a copy of the FOS's explanatory booklet or a link to the same on their website, if you have not already received this.

If you are dissatisfied with the outcome of our investigation, wish to refer the matter to the FOS and are eligible to do so, you must do this within six months of the date of the letter or you may lose the right to refer the complaint.

The Firm will co-operate with the Ombudsman in resolving any complaints made against it.

We take all matters of dissatisfaction with our service very seriously and will always endeavour to resolve them in the first instance to the satisfaction of both ourselves and our clients.

## Complaints which relate to services provided by another firm

In the event that ConBrio Fund Partners Ltd receive a complaint where the firm have reasonable grounds to be satisfied that it relates to another firm, we will carry out the following within **5 days** of receiving the initial complaint:

- Positively identify the other firm, who we believe are responsible and establish a current address and point of contact.
- Write to the firm, enclosing a copy of the original complaint letter / notification, explaining why we believe they are responsible for dealing with the complaint.
- Write to the complainant, explaining the action taken, enclose a copy of the letter sent to the other firm and invite the client to contact the new firm.