



COMPLAINTS GUIDE

We apologise that you feel there is cause for complaint. Host Capital aims to provide the highest standards of service at all times. Your business is important to us and we promise to resolve any complaints fairly and promptly.

August 2019

Host Capital
Limited

Host Capital Complaints Handling Process

This leaflet explains the complaints handling procedures of Host Capital Limited. Host Capital is authorised and regulated by the Financial Conduct Authority (FCA).

What should I do if I wish to make a complaint?

You can make a complaint in writing, by fax, email or telephone. Our aim is to handle your complaint in a professional and timely manner.

Please send all written complaints to the following address:

Compliance Officer
Host Capital Limited
2nd Floor, 20-22 Bedford Row
Holborn
London WC1R 4EB

If you wish to make the complaint by telephone, fax or email:

Telephone: 0207 290 9490
Fax: 0207 491 9435
Email: Info@Hostcapital.com

We respectfully request that you provide as much information within your initial complaint, including any names of any members of staff that you have spoken with regarding the complaint. This will help us investigate your complaint in a timely manner. Please also include your full contact details, as this will enable us to keep you up to date with our progress on the complaint.

Acknowledgement

On receipt of your complaint, you will receive an Acknowledgement letter from Host Capital within five working days. The letter will contain details of the member of staff dealing with your complaint and an estimated date of when we will be in a position to provide you with a full response to your complaint.

Investigation

After the Acknowledgement letter is sent, we will fully investigate your concerns according to our internal complaints handling guidelines. The investigation may mean that a member of Host Capital contacts you to ask for further information relating to your complaint; this may be in written format or by telephone.

Final Response

A Final response letter is issued to the complainant when Host Capital has fully investigated the complaint. The Final response letter will include an account of our investigation and any actions that we have taken to resolve your complaint including any compensation amounts that have been offered.

The Final response letter will be issued within the estimated timeline stated in the initial Acknowledgement letter, if this is not possible we will send a Holding letter explaining the reason why this has not been achieved. In the majority of complaints, we will be able to send a Final response letter within 8 weeks of receiving the initial complaint, if we are not in a position to send a Final response letter after 8 weeks we will send you a Holding letter stating the reason why this deadline has not been achieved.

If you feel that after 8 weeks you are not happy with the progress of your complaint or you have received our Final response letter and you are not satisfied with our conclusion, you can refer the matter to the Financial Ombudsman Service for an independent review of your complaint.

Financial Ombudsman Service (FOS)

We would hope that we are currently handling your complaint in a professional and satisfactory manner or if you have received our Final response letter you are satisfied with our conclusion. However, if you are dissatisfied, you have the option to refer the matter to the Financial Ombudsman Service who will consider your complaint independently.

The eligible individuals or bodies who can refer their complaint to the Financial Ombudsman Service are listed below:

- An individual
- Small business
 - with an annual turnover or annual balance sheet that does not exceed €2m euros; and
 - fewer than 10 employees
- Charities with turnover less than £1m
- Trustee of a trust with a net asset value less than £1m

When can I refer my complaint to the Financial Ombudsman Service?

- If you have not received our Final response letter after 8 weeks of making your initial complaint and you are unsatisfied with the progress we are making in resolving your complaint.
- Or if you have received our Final response letter and you are dissatisfied with our conclusion, you must refer your complaint to the FOS within 6 months of receiving our Final response letter.

Your complaint should be sent to:
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

