

# How to make a complaint

Ashburton Investments



## Our commitment to you

At Ashburton Investments, we strive for excellence and it is our mission to build robust personal relationships that allow us to provide a high level of service to all of our partners and clients.

Sometimes we do get it wrong, and if we fall short of your expectations please let us know so that we can put it right, learn from it and improve our service.

## How to make a complaint

We want to make it as easy as possible for you to tell us what has gone wrong. You can phone, email or write to us at the addresses below:

**If your complaint relates to any issue surrounding your fund account or holding it will be handled by the Funds' Administrator, JTC Fund Solutions (Jersey) Limited:**

### Free phone for UK & Channel Islands residents only

+44 (0) 800 735 3899

### Non-free phone/international number

+44 (0) 203 832 3899

### Email

ashburton.fundenquiries@jtcgroup.com

### Post

Ashburton Investments, PO Box 13422, Dunmow CM7 0PY

**All other complaints will be handled by Ashburton Investments:**

### Phone

+44 (0) 1534 512 000

### Email

Hayley.Carstairs@ashburton.com or  
compliancejersey@ashburton.com

### Post

PO Box 239, IFC1, The Esplanade, St Helier, Jersey, JE4 8SJ

## How the process works

- You will receive an acknowledgment to your complaint within five working days of its receipt.
- We endeavor to resolve the complaint within eight weeks of first receiving the complaint and, in any event, within 90 days of first receiving the complaint.
- If your complaint has not been resolved within eight weeks of receipt, you will receive a letter from us explaining why with an indication of when you can expect to hear from us again.

## Final response

The final response letter will detail our conclusions and resolution to the complaint. The resolution will:

- a. Accept the complaint and offer appropriate redress or remedial action;
- b. Offer redress or remedial action without accepting the complaint; or,
- c. Reject the complaint and give our reasons for doing so.

## If you are still unhappy and the Channel Islands Financial Ombudsman (CIFO)

Subject to the nature of your complaint, if you are unhappy with our response, or 90 days have passed since you raised your complaint with us, you may be eligible to refer your complaint to the independent Financial Ombudsman for the Channel Islands within six months from the date of our summary resolution or written response to you.

**For more information about the Financial Ombudsman Service visit: [www.ci-fo.org](http://www.ci-fo.org) or contact them by:**

### Phone

Jersey: 01534 748610  
International: +44 1534 748610

### Email

enquiries@ci-fo.org

### Post

PO Box 114, Jersey, Channel Islands, JE4 9QG

Ashburton Investments is a registered business name of Ashburton (Jersey) Limited which is regulated by the Jersey Financial Services Commission. The value of investments, and the income from them, can go down as well as up and you may not recover the amount of your original investment. Past performance is not necessarily a guide to future performance.