

# How to make a complaint

## 1. 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.

## 2. 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 Ashburton Investment account, you should contact JTC Fund Solutions (Jersey) Limited in the first instance (The Funds' Administrator / Transfer Agent):**

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

+44 (0) 203 832 3899

**Non-free phone/international number**

+44 (0) 203 832 3899

**Email**

[ashburton.fundenquiries@jtcgroup.com](mailto:ashburton.fundenquiries@jtcgroup.com)

**Any complaints specific to the performance of the Ashburton Investments SICAV (Luxembourg Funds), should be redirected to Ashburton Fund Managers (Proprietary) Limited - see the Complaints Handling Process:**

<https://www.ashburtoninvestments.com/za/complaints>

## 3. How the process works

- You will receive an acknowledgment to your complaint within five working days of its receipt.
- We endeavour 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.

## 4. 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.

## 5. If you are still unhappy

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](mailto: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.