1. Introduction

Logic Investments is committed to providing the highest level of customer service at all times. However, if you ever find that our service does not meet your expectations, please don't hesitate to get in touch with us.

Our policy is to ensure that all complaints are dealt with promptly and we pay due regard to client interests and treat them fairly.

2. How to raise a complaint

Complaints should be addressed to the Compliance Department and can be made via any of the channel below:

- **Email:** admin@logicinvestments.com
- **Telephone Switchboard:** +44 02031378585
- **In writing:**

  Compliance Department
  C15
  St. Georges Business Park
  Sittingbourne
  Kent
  ME10 3TB
  United Kingdom

3. Procedure for dealing with a complaint

If a complaint has been resolved by the close of business on the third business day after it was received, we will write to you confirming receipt of the complaint and that it is considered to have been resolved, and will provide you with a final response that:

- Includes a summary of our investigation;
- Informs you whether we agree with your complaint;
- Informs you whether we will offer you any compensation and the basis on which it will be calculated;
- Informs you that if you are dissatisfied with the resolution of the complaint you may be able to refer the complaint to FOS;
- Informs you whether or not we consent to waive the relevant time limits;
- Provides you with the website address of FOS; and
- Refers you to the availability of further information on the website of FOS.

If a complaint has not been resolved by close of business on the third business day after the complaint has been received, we will send you within five business days of the complaint being received:

- a written acknowledgement; and
- a copy of the Complaints Management Policy and Procedures.

You will be kept informed of the progress of the complaint.

By the end of **eight weeks** after the complaint was received, we will send you:

A final written response that:

- Includes a summary of our investigation;
- Informs you whether we agree with your complaint;
- Informs you whether we will offer you any compensation and the basis on which it will be calculated;
- Includes a link to the FOS website, unless you have already been provided with a copy of the FOS explanatory leaflet;
- Informs you that you have the right to refer the complaint to the FOS free of charge, but must do so within six months of the date of our letter; and
- Provides you with the contact details for FOS.

Or

A written response which:

- Explains why we are not in a position to provide a final response and when you should expect to receive one; and
- Informs you that you may now refer the complaint to the FOS.

If you are unhappy with our response, you may be able to take your complaint to the Financial Ombudsman Service or take civil action. Access to the Financial Ombudsman Service is free of charge and available to eligible complainants as defined in the Financial Conduct Authority Handbook.

Contact details of the Financial Ombudsman are as follows:

Address:
Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk
Telephone: 0300 123 9123 (charged at a national rate) or 0800 023 4567 (free from UK landlines and mobiles)

You can also find information in relation your complaint referral in the **Financial Ombudsman Service website** at: https://www.financial-ombudsman.org.uk/