

# Complaint Handling Procedure



Rothschild & Co is committed to providing high quality banking and investment services, but we recognise that occasionally things may go wrong. If you have cause to complain, we will do our utmost to resolve your complaint promptly and fairly.

## Contact

If you have any reason to complain you can contact us by:

- telephoning your usual contact;
- sending an email to your usual contact;
- writing to your usual contact; or
- writing to The Compliance Director, Rothschild & Co, St Julian's Court, St Peter Port, Guernsey, GY1 3BP

## Acknowledging complaints

We will aim to resolve your concerns to your satisfaction within three working days of receiving your complaint. If this is not possible, we will write to you acknowledging receipt of your complaint and enclosing a copy of this procedure. If your complaint was made verbally (either by telephone or in a meeting with a member of staff) the acknowledgement letter will summarise our understanding of the basis of your complaint. If this summary is incorrect you must advise us as soon as possible.

## Investigating and responding to complaints

We aim to investigate and assess your complaint diligently, impartially, fairly, consistently and promptly. This may involve seeking further information from you. Once our investigation is complete we will send you a final written response.

This will normally be within a maximum of eight weeks of us first receiving your complaint. In the event this is not possible, we will keep you informed about the progress of the steps we are taking to resolve your complaint.

## Channel Islands Financial Ombudsman Service

The Channel Islands Financial Ombudsman Service (CIFO) is an independent service, established to resolve complaints about financial services provided in or from the Channel Islands. If you are dissatisfied with our final response to your complaint you may refer the matter at that stage to CIFO.

You must contact CIFO about your complaint within six months of you receiving our final response or CIFO may not be able to review your complaint. You must also contact CIFO within six years of the event complained about or (if later) two years of when you could reasonably have been expected to become aware that you had a reason to complain.

You can contact CIFO at:  
Channel Islands Financial Ombudsman (CIFO),  
PO Box 114, Jersey, Channel Islands, JE4 9QG

Email: [enquiries@ci-fo.org](mailto:enquiries@ci-fo.org)

Website: [www.ci-fo.org](http://www.ci-fo.org)

Jersey local phone: 01534 748610

Guernsey local phone: 01481 722218

## Rothschild & Co Bank International Limited

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[rothschildandco.com](http://rothschildandco.com)

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Registered office as shown

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