

Complaints Handling Policy

Client Summary

Introduction

This policy sets out the Majedie approach to handling complaints. It is designed to explain our responsibility in relation to identifying and dealing with complaints promptly and fairly.

Obligation

It is an integral part of the Majedie culture and approach that we take any complaint seriously and that we always seek to do the right thing by our clients. As a Financial Conduct Authority (“FCA”) authorised and regulated firm, we also have a specific regulatory obligation to establish, implement and maintain effective and transparent complaints management policies and procedures for the prompt handling of clients and potential clients complaints.

The Compliance team is the appointed complaints management function: compliance@majedie.com

Majedie Policy

Majedie is committed to enabling the fair resolution of complaints if and when things go wrong, including compensation or redress where appropriate. We aim to resolve complaints at the earliest possible opportunity, and will attempt to resolve every complaint fairly and efficiently.

All complaints received are to be communicated to the Compliance team as soon as practically possible. Complaints are to be handled in conjunction with the Compliance team who will offer redress or remedial action where appropriate.

Complaints - Identification

A complaint can be defined as an expression of dissatisfaction relating to financial loss, material distress or material inconvenience. Further information can be found in the [FCA handbook](#).

In the normal course of business, it is most likely that complaints in relation:

- **LF Majedie UK pooled funds and services** would be received through Link Fund Solutions Limited as Authorised Corporate Director and Transfer Agent who will deal with the complaint and liaise with Majedie where required
- **Majedie Ireland funds or services** would be received through the administrator, BNYM, in their capacity as Transfer Agent. The Service Level Agreement in place with BNYM, requires that any complaint made is immediately communicated to the compliance team at Majedie. The Compliance team will then work with BNYM on reaching resolutions for complaints received in this way.

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Majedie employees may also receive complaints directly from segregated clients, or investors whose relationship may be with a platform or IFA - but have decided to direct their complaint to Majedie, these should be communicated to the Compliance team immediately.

Procedure

Recipients of a complaint must notify the Compliance team as soon as possible and must then assist in investigating further information as directed by the Compliance team.

When handling any complaint, we must ensure that we communicate clearly, in plain language that is easy to understand and must do so without undue delay.

Written communications will be provided alongside Financial Ombudsman Service (FOS) rights. The compliance team will also track the time to resolution.

Contact details for complaints can be found on the website under the 'Important Information' section of the Majedie website, Complaints <https://www.majedie.com/important-information/> and under the 'Obligation' section of this Policy.

Monitoring

The Compliance Director has overall responsibility for oversight of the firm's procedures and processes with regards to complaints.

The Compliance team, for complaints received directly to Majedie and through Link Fund Solutions or BNYM as transfer agent where relevant, will:

- Oversee and assist in the resolution of complaints,
- monitor the adherence of the above policy by staff,
- review the volume, time to resolution, and type of complaints,
- analyse data to identify any trends, risks or issues that need to be addressed
- report Complaints data to the Board at least annually
- report data to the FCA where required

Majedie is required to report complaints data to the FCA on a twice yearly basis, including those closed within 3 business days.