

## **Complaints Procedure**

### **1. Scope**

This procedure addresses how Active Investments (Reading) Ltd deals with complaints from data subjects.

### **2. Responsibilities**

All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the nominated person Robert Hershaw. Robert Hershaw is responsible for dealing with all complaints in line with this procedure.

### **3. Procedure**

The firm will ensure that any complaints received by data subjects will be passed to Robert Hershaw immediately for resolution. Complaints are to be resolved within 30 days. Appeals on the handling of complaints are to be resolved within 30 days.

If **Active Investments** fails to act on a data subject's access request within 30 days, or refuses the request, it will set out in clear and plain language the reasons it took no action/refusal. The firm will inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, the firm will provide the data subject(s) with the contact details of the supervisory authority and inform them of their right to seek a judicial remedy.

If you wish to register a complaint, please write to [info@active-investments.co.uk](mailto:info@active-investments.co.uk) or telephone 0118 945 2288.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 0234567.