

## **Zebedee Capital Partners LLP**

### **Complaints Procedure**

Zebedee Capital Partners LLP (“Zebedee”) aims to provide our clients and the investors in the Zebedee Focus Fund and Zebedee Core Fund with the highest standards of service. If our service fails to meet your expectations we will endeavour to find a resolution.

#### **How to Make a Formal Complaint**

In the first place, please talk to your usual contact at Zebedee that’s usually the quickest way to address any concerns.

If that doesn’t solve the problem, you can make a formal complaint to Zebedee’s Compliance Officer. You can do this by post, email or by phone.

Write to:            Compliance Officer  
                         Zebedee Capital Partners LLP  
                         25 Great Pulteney Street  
                         London W1F 9LT

Email:                [complaints@zebedeecapital.com](mailto:complaints@zebedeecapital.com)

Phone:                +44 (0)20 7440 1600

#### **Customer Complaint Procedures**

- 1) We aim to review a complaint by close of business the following business day of its receipt. The complaint will be investigated competently, diligently and impartially; be assessed fairly, consistently and promptly; and all relevant factors will be taken into account.
- 2) If we are unable to resolve your complaint the following business day, we will send you a written acknowledgement within five working days of receiving your complaint. The acknowledgement letter will outline the result of the investigation if this has been completed.
- 3) If the investigation has not been completed, the acknowledgement letter will confirm that we will:
  - a) Provide you with regular updates on our progress. You may contact us at any stage.
  - b) Advise you that if our investigation has not been completed within eight weeks of our receipt of the complaint, we will write to you informing you why we are not yet in a position to resolve your complaint. If you are not satisfied with our progress and qualify as an Eligible Complainant, you may refer the matter to the Financial Ombudsman Service. A copy of the Financial Ombudsman Services standard explanatory leaflet will be issued with the week eight response letter, if appropriate.
  - c) Advise you that on completion of our review, we will write to you informing you of the outcome.
- 4) Following the completion of the investigation, we will issue a written Final Response letter to you. The Final Response letter will be fair, clear and not misleading and will provide you with:
  - Details of the investigation;
  - The outcome of the investigation; and
  - If relevant, any offer of remedial action(s) or the appropriate level of redress (or both), and the basis of calculation.

## **Investigating a Complaint**

The investigation will include, as a minimum:

- A review of the relevant client/investor relationship;
- Consideration of any information and /or documents submitted by you; and.
- If necessary, a request for any additional information.

If you are not satisfied with our decision and you are a private individual, firm, charity, or organisation with less than an equivalent €2,000,000 turnover and less than 10 employees, you can refer the matter to the Financial Ombudsman Service at:

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

If you refer your complaint to the Financial Ombudsman, this should be referred as soon as possible after our final response and within six months.

Before you refer the matter to the Financial Ombudsman, you may contact them to discuss whether your complaint is within their jurisdiction on

0800 023 4567 (or +44 20 7964 0500 from outside the UK)

or you can visit their website

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)