



Green Street Advisors

GREEN STREET ADVISORS (UK) LTD Complaint Handling Procedure April 2020

1. Policy Statement (Applicable to All Clients and Prospective Clients)

Green Street Advisors (UK) Ltd (“GSA”) is authorised and regulated by the Financial Conduct Authority (“FCA”) in the United Kingdom; FRN 482269. We are required to have in place clear and effective procedures for the reasonable and prompt handling of all complaints as set out in Art 16(2) of the MIFID II regulations.

GSA takes all client complaints very seriously and its Compliance Department strives to:

- Investigate each complaint promptly;
- Assess each complaint effectively, diligently and independently;
- Explain to the complainant promptly and, in a way that is fair, clear and not misleading, its assessment of the complaint, its decision on it and any offer of remedial action or redress;
- Offer redress or remedial action as soon as practicable when appropriate; and
- Comply promptly with any offer of remedial action or redress accepted by the complainant.

2. How can you make a complaint?

By Phone :

You can call us between the hours of 9am and 5:30pm, Monday to Friday on:

+44 (0) 203 793 7000

By Email:

Please note that in order to ensure that your complaint is flagged and given the required attention, we kindly ask you to state “**COMPLAINT**” in the subject header field of the email and specifying “**Attn: GSA Compliance Officer**” at compliance@greenst.eu.com

By Letter:

Complaints Handling, Compliance Department
Green Street Advisors (UK) Ltd
6th Floor, 30 Panton Street
London SW1Y 4AJ
United Kingdom



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3. Acknowledging your complaint

Once received, your complaint will be referred to the Compliance Department, as soon as possible.

If your complaint is straightforward we will try to resolve it before the end of the third working day after your complaint was received by us. If you are satisfied with the resolution offered, we will issue a 'Summary Resolution Communication' promptly, with confirmation of the action we took to resolve your complaint and will remind you about the Financial Ombudsman Service (FOS) rights if any.

Where a more detailed investigation is required by us, we will acknowledge your complaint in writing within five working days of receiving it. If we receive a complaint outside normal working hours, it is treated as if it had arrived at the start of the next working day.

If you have made your complaint to us verbally, we will confirm to you our understanding of your complaint and ask you to advise us if you do not agree.

4. Investigating your complaint and providing our final response

We will investigate your complaint fairly, consistently and promptly considering all relevant factors. Once we have completed our investigation, we will write to you with the findings and explain our decision. If we decide that redress is appropriate, we will aim to provide this on a fair and efficient basis. If you accept any such offer of redress, then this will be delivered to you promptly. Where it is decided that no remedial action on our part is required, we will set out possible alternative manners of redress.

In the unlikely event that we have not completed our investigation within 8 weeks, we will send you a further letter to:

- Explain why we have been unable to reach a decision
- Let you know when you can expect our final decision
- Provide contact details for the FOS and explain their service

5. If you are still not satisfied

If for some reason we haven't been able to resolve your complaint within eight weeks, or you're dissatisfied with the resolution and you are an eligible complainant you may be able to refer it to the FOS.

The FOS is an independent service for resolving disputes between customers and financial services institutions.



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You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The FOS contact details are below:

Address: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR

Preferred method of contact: Email - complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567

Other methods of contacting FOS can be found here: <https://www.financial-ombudsman.org.uk/faqs/all/contact>

Should you have any questions regarding your complaint, or our complaint handling process please contact our Compliance Department as mentioned in Section 2.

The complaint handling procedure is monitored and reviewed at least on an annual basis by Compliance and approved by senior management.

* Calls to 0800 numbers are free when calling from a UK landline. Charges may apply when calling from abroad.