

## **Complaints Handling Process Summary**

Fundsmith Equity Fund & Fundsmith Sustainable Equity Fund

## Fundsmith Equity Fund & Fundsmith Sustainable Equity Fund Complaints Handling Process Summary

*If you have a complaint, we will do our best to resolve the issue as quickly as possible. We will consider your complaint carefully, investigate it impartially and are committed to treating you fairly and reasonably, in accordance with our Complaints Handling Policy.*

*Our communications with you will be clear and use plain English. If we use technical terms we will explain these in the relevant communication.*

### How to Complain

If you have a complaint please contact us by email, phone, or letter using the details below:

**Email:** enquiries@fundsmith.co.uk

**Phone:** 0330 123 1815, or +44 1268 448 659 from abroad

**Post:** Fundsmith LLP  
Adams House,  
2 Springfield Lyons Approach,  
Chelmsford  
Essex  
CM2 5LG

When you do contact us to make a complaint please make sure you provide us with the following information:

- Your full name and account number.
- A full description of your complaint and what you want us to do to resolve your complaint.
- Copies of any relevant documentation you wish us to consider as part of the complaint investigation

Please note that telephone conversations may be recorded. Copies of telephone recordings and communications are available on request for a period of 5 years and, where requested by the FCA, for a period of up to 7 years.

### Summary of the Complaints Handling Process

All complaints are recorded and then independently assessed and investigated by staff with appropriate experience who have not been directly involved in the subject matter of the complaint. You will be kept informed of progress throughout the process.

Wherever possible we will seek to investigate and resolve the complaint promptly. Where the complaint is resolved within 3 business days of its receipt, we will send you a Summary Resolution Communication explaining how the complaint has been resolved and providing information on your rights to refer the matter to the Financial Ombudsman Service if you remain dissatisfied.

If it will take longer to resolve your complaint, we will provide you with an acknowledgement letter within 5 business days of receipt of your complaint. We will keep you informed of progress and may ask you to provide further information to assist us in the investigation of the complaint.

We try to resolve all complaints within 8 weeks but, if this is not possible we will write to you to explain the delay and when we expect to be able to complete the investigation. Once our investigation is complete, we will send you a Final Resolution Letter. This will set out our assessment of the complaint and our response to it, including any remedial action or offer of redress, where appropriate. We will also provide you with information on your rights to refer the matter to the Financial Ombudsman Service if you remain dissatisfied.

The Financial Ombudsman Service is a free and independent service for resolving disputes between eligible customers and financial services institutions.

### Financial Ombudsman Service:

**Post:** Financial Ombudsman  
Exchange tower,  
Harbour Exchange Square,  
London  
E14 9SR

**Phone:** 08000 234 567, 0300 1239 123 or +44 207 964 0500 from abroad

**Email:** complaint.info@financial-ombudsman.org.uk

**Website:** <https://www.financial-ombudsman.org.uk/>