

Trentham Invest Ltd Complaints Policy

Information for clients

Updated 31 July 2026



If you should have any complaint about the advice you receive or a product which you have bought, please contact:

The Compliance Officer
Trentham Invest Ltd
The Atrium
Curtis Road
Dorking
Surrey
RH4 1XA
T: 01306 881999

If you make a complaint, we will treat it with integrity, reasonably and promptly, following a transparent procedure as set out below. Under FCA guidance, a complaint is determined as “any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service, claims management service or a redress determination, which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience;”

1 Acknowledgement & Resolution in 3 days

If the investigation concludes in 3 days, we'll send you a final response that includes:

- An outline or summary of the complaint
- Explain to you that if you later become dissatisfied, you may be able to refer the complaint to the Financial Ombudsman Service (FOS)
- Whether we are waiving the FOS time limits
- A further copy of the FOS's standard explanatory leaflet including full contract details for the FOS

1 Acknowledgement

We will acknowledge your complaint in writing within 5 working days of receipt, outlining our understanding of the complaint and, if it was made verbally, requesting written confirmation that this is correct. We will send you a copy of our complaint's procedure (this notice) and we will inform you who will be handling the complaint.

2 Investigation

We will carry out a balanced and objective investigation, based on the facts of the case.

3 Keeping in contact – 4 weeks

If the investigation has not been concluded within 4 weeks, we will:

- Advise you of the reason for the delay
- Explain why we are unable to respond
- Advise you of when we will next contact you

4 Keeping in contact – 8 weeks

If the investigation has not been concluded within 8 weeks, we will:

- Advise you of the current position
- Advise you of the reason for the delay
- Explain why we are unable to respond
- Advise you of when we expect to provide a final response
- Advise you of your entitlement to refer the complaint to the Financial Ombudsman Service (FOS) if you are unhappy with the delay
- Give you a copy of the FOS's standard explanatory leaflet
- Explain to you that you need to refer your complaint to FOS within six months of the date on Trentham Invest final response letter

5 Keeping in contact - Final Response

When the investigation has been completed, a response letter will be sent to you. This will be written in plain English and will include:

- An outline or summary of the complaint
- A summary of our investigation
- The factors considered as part of the investigation and how these are drawn together in the conclusion reached
- The outcome of the investigation
- Details of any offer made
- Time limit on any offer made
- Explain to you that you need to refer your complaint to FOS within six months of the date on Trentham Invest final response letter
- We will enclose a further copy of the FOS's standard explanatory leaflet which will give full contact details for the FOS