



## **o2h Ventures Limited – Complaints Handling Policy**

o2h Ventures Limited (“the firm”) takes complaints very seriously. Effective and transparent procedures for the reasonable and prompt handling of complaints have been established, implemented and maintained by the firm and are described below.

In the first instance, if you have a complaint, you should direct this to our Compliance Officer, Tim Sharman, at:

o2h Ventures Ltd  
Hauxton House  
Mill Lane  
Hauxton  
Cambridge  
CB22 5HX

All complaints must be made in writing, either by post to the above address, or by email using [tim@o2h.com](mailto:tim@o2h.com).

**(1)** These procedures:

- Allow complaints to be made by eligible complainants; and
- Recognise complaints as requiring resolution.

**(2)** Once a complaint has been received by the firm, the firm will:

(2.1) Investigate the complaint competently, diligently and impartially:

(2.2) Assess fairly, consistently and promptly:

- The subject matter of the complaint;
- Whether the complaint will be upheld;
- What remedial action or redress (or both) may be appropriate; and
- If appropriate, whether it has reasonable grounds to be satisfied that another firm may be solely or jointly responsible for the matter alleged in the complaint, taking into account all relevant factors.

(2.3) Offer redress or remedial action when it decides that this is appropriate.

(2.4) 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.

(2.5) Comply promptly with any offer of remedial action or redress accepted by the complainant

**(3)** The firm aims to resolve complaints at the earliest possible opportunity, minimising the number of unresolved complaints which need to be referred to the Financial Ombudsman Service. Where a complaint against the firm is referred to the Financial Ombudsman Service, the firm will cooperate fully with the [Financial Ombudsman Service](#) and comply promptly with any settlements or awards made by it.

**(4)** On receipt of a complaint, the firm will:

- Send the complainant a prompt written acknowledgement providing early reassurance that it has received the complaint and is dealing with it; and
- Ensure the complainant is kept informed thereafter of the progress of the measures being taken for the resolution of the complaint.

**(5)** If we consider a complaint to have been resolved by the close of business on the third business day following receipt, we will send you a 'summary resolution communication', which:

- Refers to the fact that the complainant has made a complaint and informs the complainant that the respondent now considers the complaint to have been resolved;
- Tells the complainant that if he subsequently decides that he is dissatisfied with the resolution of the complaint, he may be able to refer the complaint to the Financial Ombudsman Service; and
- Provide the website address of the Financial Ombudsman Service and refer to the availability of further information on this website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**(6)** If **(5)** does not apply, the firm will, by the end of eight weeks after its receipt of the complaint, send the complainant a final response; or a written response which:

- Explains why it is not in a position to make a final response and indicates when it expects to be able to provide one;
- Informs the complainant that he may now refer the complaint to the Financial Ombudsman Service; and
- Encloses a copy of the Financial Ombudsman Service standard explanatory leaflet.

It is expected that within eight weeks of their receipt, almost all complaints to the firm will have been substantively addressed by it through a final response or response.