COMPLAINT HANDLING PROCEDURES SUMMARY

Version 14.0 · August 2026 · For clients and for enclosure with complaint acknowledgements

Our aim is to deliver outstanding customer service. We recognise that sometimes things go wrong. We take all complaints seriously and aim to acknowledge, investigate and resolve them promptly and fairly.

1. Receipt of a complaint

Upon receipt of a complaint, whether by telephone, email or letter, we record it in the Complaints Register.

2. Acknowledgement

We aim to deal with your complaint promptly. We will generally communicate with you by telephone within three business days of becoming aware of the nature of the complaint. The call may be made by your broker, a senior manager or a director. They will seek to understand your complaint and whether it can be resolved quickly.

If we resolve the issue to your satisfaction within that timescale we will send you a Summary Resolution Communication. That confirms we consider the complaint addressed and explains that you may still refer it to the Financial Ombudsman Service if you remain dissatisfied.

If the investigation is likely to take longer than three business days we will acknowledge your complaint formally in writing, give the name and title of the person handling it, and enclose this summary.

3. Investigating the complaint

We will investigate fairly, consistently and promptly. If the complaint is more complex we will tell you if we have not concluded our investigation within four weeks and will keep you informed of progress.

If part or all of the complaint relates to a third party we will forward those elements to that party, notify you in writing that we have done so and why, and give you their contact details.

4. Resolving the complaint

Once investigated we will try to resolve the matter amicably. Where redress is appropriate we will aim to provide fair compensation for any acts or omissions for which we are responsible. If you accept an offer we will pay it promptly in a manner agreed with you.

5. Complaints timetable

The Financial Conduct Authority requires firms to acknowledge complaints promptly and to keep the complainant informed. If your complaint is not resolved within eight weeks of receipt we must send you either a final response or a written response that:

- Explains why we are not yet able to give a final response and when you can expect one.
- Tells you that you may refer your complaint to the Financial Ombudsman Service (“FOS”).
- Encloses the FOS standard explanatory leaflet or provides a link to it.

Further details about FOS are at www.financial-ombudsman.org.uk. FOS may also be contacted at:

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London E14 9SR. Consumer helpline: 0800 023 4567.

6. Final response

Once fully investigated we will send a final response which either:

- Accepts the complaint and, where appropriate, offers redress and/or remedial action; or
- Offers redress and/or remedial action without accepting the complaint; or
- Rejects the complaint and gives reasons for doing so.

The final response will include the FOS leaflet or a link to it and will explain that if you remain unhappy you may refer the complaint to FOS, generally within six months of the date of the final response. Wider time limits also apply: six years from the event complained of, or if later three years from when you knew or could reasonably have known you had cause to complain. FOS may consider complaints outside these limits in exceptional circumstances.

How to raise a complaint

You can speak with your broker, call the office on 020 8057 6380, email compliance@css-investments.com, or write to:

Collins Sarri Statham Investments Limited, 138 Fortis Green Road, Muswell Hill, London N10 3DU.

A copy of this summary is also available at www.css-investments.com/legal/complaints/.