

Complaints Summary

A summary of our complaints handling processes are detailed below:

1.	<p>A complaint or issue of dissatisfaction should be addressed to the Firm in the following ways:</p> <p>In writing to: Rupert Haworth-Booth at 6th Floor, 1 Knightsbridge Green, London SW1X 7QA</p> <p>By phone: 44 20 7052 8311</p> <p>By email: Rupert.haworth-booth@kitelake.com</p>
2.	<p>On receipt of your communication we will undertake an assessment as to whether this is a complaint and should be handled in line with our internal complaints policy.</p> <p>If the communication is a complaint and you are an eligible complainant we will endeavour to provide you with a resolution within three business days. We will provide you with a written summary resolution which will contain details as to how you can escalate your complaint to the Financial Ombudsman Service (“FOS”), should you be satisfied with our resolution.</p> <p>Within our written resolution we will provide details as to any findings we have made as a result of our investigation into your complaint and whether any remedial action will be taken by ourselves. We will ask you to confirm if you are satisfied with our conclusion.</p> <p>If you are not satisfied with our conclusion we will not close your complaint and will continue to seek resolution. To note, you may raise your complaint to the FOS if you feel dissatisfied with our resolution.</p>
3.	<p>If we feel your complaint requires further review and we cannot respond to you with a resolution within three business days we will inform you of this. We will provide you with details of who is responsible for handling your complaint at Kite Lake Capital Management (UK) LLP as they will provide you with updates.</p> <p>We will provide you with a written Final Response Letter within eight weeks of the date of your original complaint. Within this letter we will provide details as to any findings we have made as a result of our investigation into your complaint and whether any remedial action will be taken by ourselves. We will ask you to confirm if you are satisfied with our conclusion.</p>

To note, if you should wish and you are an eligible complainant, you may refer your complaint to the FOS at:

Address	The Financial Ombudsman Service Exchange Tower London E14 9SR United Kingdom
Email	complaint.info@financial-ombudsman.org.uk
Telephone	0800 023 4 567 or 0300 123 9 123

Date of last review: October 2022