

If you are dissatisfied with any aspect of the services provided by 36 South Capital Advisors LLP (“the Firm”, “we”, “us”), please contact us in the first instance at compliance@36south.com or send your complaint in writing to: The Chief Compliance Officer, 36 South Capital Advisors LLP, Berkeley Square House, Berkeley Square, W1J 6BU. We will endeavour to resolve any complaint or expression of dissatisfaction quickly and fairly.

Certain customers who are “eligible complainants” may have recourse to the Financial Ombudsman Service. Eligible complainants include individuals and certain “micro-enterprises”, although the eligibility of a complaint and/or a complainant will be considered on a case by case basis.

You should always write to us in the first instance. Upon receiving a complaint, we will promptly send a written acknowledgement of receipt. We will usually seek to provide a full written response to the complaint within eight weeks.

In the event that an eligible complainant is not satisfied with the response, or if we are unable to provide a written response within eight weeks, the complainant may contact FOS at: 0800 023 4567 or complaint.info@financial-ombudsman.org.uk