



Waystone Governance Ltd. & Subsidiaries Client Complaints Procedure

At Waystone each of our customers is important to us, and we believe you have the right to a fair, swift, and courteous service at all times. We apologize that you feel there is cause for complaint. We promise that your complaint will be dealt with in a prompt, fair and just manner. The following explain the complaints handling procedure of Waystone and the communications and responses you can expect to receive

How do I file a complaint?

In the event that you wish to file a complaint, please send an email to the following email address:

Waystonecompliance@waystone.com

In order to assist us in investigating your complaint in as thorough and efficient a manner as possible we request that you provide as much information as you can in your initial email regarding the complaint. Please also provide your full contact details to ensure we will be able to update you on the progress of your complaint.

1. Acknowledge

We will acknowledge that your complaint has been received and is being considered within five (5) business days of receipt. This acknowledgement will provide you with details of the member of staff who is dealing with your complaint and their contact details.

2. Investigate

We will investigate your complaint in a prompt, fair and just manner.

3. Final Response

Within eight (8) weeks of receipt of the complaint, we provide a final response to the complaint. This response will confirm, if relevant any actions that have been taken or are being proposed to resolve it. In the unlikely event that we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.