

Complaints

A complaint is any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of, a Client regarding the provision of, or failure to provide, a financial service.

All complaints received from a person, or clients (including potential Clients) will be reviewed objectively and any complainant treated fairly. Canyon Capital Advisors (Europe) Ltd (“Canyon”) takes all complaints seriously and the summary below outlines the steps Canyon will take in managing complaints from potential, actual or former Clients.

Contact

The Chief Executive Officer and Chief Compliance Officer at Canyon are responsible for the management and oversight of complaints at Canyon Capital Advisors (Europe) Ltd, Devonshire House, 1 Mayfair Place, London, W1J 8AJ, United Kingdom. You may make your complaint for their attention by letter to Canyon Alternatively, you may submit the complaint verbally by contacting Canyon on +44 (0) 2076596800.

You do not need to make the complaint in writing, but it would help our investigation if you could set all the details clearly in your communication.

Canyon does not charge a complaint-handling fee.

Acknowledging your complaint

Canyon will promptly acknowledge your complaint in writing. In this acknowledgement, Canyon will provide the name and title of the person within Canyon who will handle your complaint. This individual will have the authority necessary to investigate the complaint and will be independent of the circumstances of the complaint.

Investigating complaints

Your complaint will be investigated, by the individual identified in the acknowledgement Canyon will send to you, in a competent, diligent and impartial manner. Certain telephone lines within Canyon are recorded and may be used to assist in the investigation of any complaints. Canyon will keep you informed of the progress of the complaint.

Resolving Complaints

Once Canyon has concluded its investigation, a full and clear response will be provided to you without any unnecessary delay and will include details of your options. The response will set out whether Canyon has upheld the complaint and whether remedial or redress (or both) are appropriate. When you accept an offer or redress or remedial action, Canyon will promptly comply.

Record Keeping

Canyon is required to keep detailed records of all complaints and the measures taken to resolve them. Such records will be retained for 5 years from the date of resolution of the complaint.

Financial Ombudsman Service

If you remain dissatisfied with the outcome of your complaint, you can refer your complaint to the Financial Ombudsman Service at www.financial-ombudsman.org.uk

