

## Hybridan's Complaints Policy

At Hybridan LLP ("Hybridan"), each of our customers is important to us, and as a regulated firm we believe you have the right to a fair, swift, and courteous service at all times.

In the event of any complaints, you should inform HYBRIDAN in writing of the details of the complaint, which will be investigated and a reply provided as soon as possible and any appropriate remedial action taken.

We always endeavour to offer the best possible service but we recognise that sometimes clients might feel disappointed and we fall short of the expected standards.

If you are dissatisfied with the service you have/have not received you should, in the first instance, try to resolve your dissatisfaction with your normal contact at Hybridan or if you prefer to the Managing Partner, Claire Louise Noyce at [claire.noyce@hybridan.com](mailto:claire.noyce@hybridan.com) or 0203 764 2341.

Hybridan will try to resolve your complaint by close of the third business day from receipt. We will send a prompt written acknowledgement of your complaint and investigate your dispute competently, and diligently.

If 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.