

Complaints

Are you an eligible complainant?

In the context of Kairos Investment Management Limited's ("KIML") business as an Alternative Investment Fund Manager ("AIFM"), "eligible complainants" are underlying investors in the Alternative Investment Funds ("AIFs") managed by KIML who are individuals "acting for purposes which are wholly or mainly outside that individual's trade, business, craft or profession".

You should contact us if there are any aspects of the AIF management services provided by KIML that you are unsatisfied with.

Please write to:

The Compliance Officer
Kairos Investment Management Limited
10 Portman Square, London, W1H 6AZ

We take every complaint seriously and your complaint will be handled in accordance with the relevant FCA rules.

In the event we are unable to resolve your complaint to your satisfaction, you may also be entitled to refer your complaint to the Financial Ombudsman Service ("FOS"). The FOS is a UK agency for arbitrating on complaints between regulated firms and their clients. Full FOS details can be found on its website at www.financial-ombudsman.org.uk.