

## Complaint resolution procedure for UK business

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2021

**The purpose of this document is to provide clear, precise and up to date information on how complaints can be made in respect of Morgan Stanley Investment Management's UK business. The procedure set out below is intended to ensure that complaints are dealt with properly and promptly.**

**The procedure below applies to complaints made in respect of:**

- **Investment services provided by Morgan Stanley Investment Management Limited; and**
- **Morgan Stanley Funds (UK), and any other funds managed by Morgan Stanley Investment Management (ACD) Limited from time to time.**

### 1. HOW TO MAKE A COMPLAINT

A complaint can be made by phone or in writing (post or email). To help us deal with your complaint promptly, please provide as much detail as you can about the facts behind the complaint, providing all relevant supporting documentation if applicable.

If sending the complaint by post, it should be sent to the following address:

The Complaints Officer  
Morgan Stanley Investment Management  
25 Cabot Square  
London  
E14 4QA

For complaints by email, please send to

[msim\\_uk\\_sales@morganstanley.com](mailto:msim_uk_sales@morganstanley.com)

For complaints by phone, please call the following telephone number: +44 (0)207 425 8000

### 2. RESPONSIBLE PERSON FOR COMPLAINTS

The individuals responsible for complaints handling are Tim Page (EMEA Head of Investment Management Compliance) and Barry Hunt (EMEA Head of Client Relationship Management team).

### 3. PROCESSING TIME FOR COMPLAINTS

We will acknowledge a complaint within 5 business days of receipt and will inform the complainant of the name and contact details of the person handling the complaint. A final written response will be sent to the complainant no later than one month after receipt of the complaint. Where a final response cannot be provided within the prescribed period of one month, the complainant will be informed of the cause for the delay with an indication of the date by which the investigation will be completed and a final response issued.

### 4. IF YOU ARE UNHAPPY WITH OUR RESPONSE

Should you remain dissatisfied and if you qualify as an eligible complainant, you may have the right to refer the complaint to the Financial Ombudsman, a free and independent service for resolving disputes between customers and financial services institutions.

08000 234 567 or 0300 1239 123

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Financial Ombudsman  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

<http://www.financial-ombudsman.org.uk/>