

Complaints

At GIB AM, we want to provide you with the highest level of service possible. We hope you are pleased with the service we provide. However, if you have cause for a complaint please do let us know. GIB AM is committed to ensuring that all complaints received are handled fairly, consistently and promptly; ensuring that we identify and remedy any recurring or systematic problems, as well as any specific problem identified by the complaints. You may raise a complaint in person, by telephone or in writing by letter or email.

Telephone: +44 (0)207 259 3111

Written: First Floor, One Curzon Street, London, W1J 5HD, United Kingdom

Email: compliance@gibuk.com

To read the full procedure - [GIB UK Complaint handling Procedure](#)

Data Protection Complaints

If you have a concern about how GIB AM collects, uses, stores or processes your personal data, or if you wish to make a complaint regarding the handling of your personal data or the exercise of your rights under applicable data protection laws, please contact us using the details below.

Telephone: +44 (0)2027 259 3456

Written: First Floor, One Curzon Street, London, W1J 5HD, United Kingdom

Email: dataprotection@gibuk.com

We will acknowledge, investigate and respond to your complaint in accordance with our complaints procedure and applicable data protection legislation. If you are dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office, the UK's supervisory authority for data protection matters. Further information is available at www.ico.org.uk