

# Complaints Management Summary

## Summary

The following complaints management summary relates to how Longview Partners LLP will approach a MiFID Complaint.

A MiFID Complaint is defined by the FCA, and relates to the Firm's MiFID business which for Longview is the provision of investment services, and where relevant, ancillary services. A complainant for the purposes of the Firm's MiFID business includes a "Client", also defined within MiFID, which includes professional clients.

You should contact us if there is any aspect of the provision of investment services provided by Longview Partners LLP with which you are not satisfied.

Please contact Sheila Tickner, Head of Compliance, at the following address:

Sheila Tickner  
Head of Compliance  
Longview Partners LLP  
SavoyStrand  
105 Strand  
London  
WC2R 0AA

Alternatively, please email us at:

[compliance@longview-partners.com](mailto:compliance@longview-partners.com)

We take every MiFID complaint seriously and your complaint will be handled in accordance with the relevant FCA rules. Longview Partners LLP has a written Complaints Management Policy, a copy of which is available from the Firm's Compliance department upon request.