

# THE TAKEOVER PANEL

## The Panel's Complaints Procedure

The Panel has very high standards and the Executive aims to give all persons with whom it interacts the best possible service. If, however, you are dissatisfied with the service you have received from the Executive, you may make a complaint through the Panel's complaints procedure.

For the avoidance of doubt, the complaints procedure will NOT deal with:

- A request for review of a ruling or direction given by the Executive; such matters must be dealt with by the Hearings Committee (see section 7 of the Introduction to the Code);
- An appeal against a ruling or direction of the Hearings Committee; such matters are dealt with by the Takeover Appeal Board ([www.thetakeoverappealboard.org.uk](http://www.thetakeoverappealboard.org.uk)) under the procedures summarised in section 8 of the Introduction to the Code;
- Contractual or commercial disputes involving the Panel;
- The Panel's making of rules (which will be dealt with through the Code Committee's consultation procedures); the issuing by the Executive of practice statements; or the publication of notes to advisers; or
- A complaint expressing no more than dissatisfaction with the Panel's general policies.

You can make a complaint to the Panel's Complaints Officer in one of the following ways:

### **By telephone:**

+44 (0) 20 7382 9026

### **By fax:**

+44 (0) 20 7236 7005

### **By Email:**

[complaints@thetakeoverpanel.org.uk](mailto:complaints@thetakeoverpanel.org.uk)

### **By Letter:**

Please write to The Complaints Officer, The Takeover Panel, 10 Paternoster Square, London EC4M 7DY

**Who will deal with my complaint?**

All complaints received will be handled by the Complaints Officer who will arrange for your complaint to be dealt with by an appropriate member of the Executive or of the Panel.

**How long will it take for my complaint to be dealt with?**

We aim to have your complaint answered within 10 business days. (*Business days are Monday to Friday excluding Bank Holidays*). Where practical, we will call you with an immediate response.

**What will happen if it takes longer than 10 business days to deal with my complaint?**

If it takes more time to deal with your complaint, we will write to you to let you know that we have received your complaint and that we have it in hand and will state by when you should expect to receive a response.

**What can I do if I am not satisfied with your response?**

If you are not happy with the outcome of your complaint, you may contact the Panel Chairman at the address given above. He will consider whether to carry out any further investigation.