

ALLIANCE TRUST COMPLAINTS HANDLING POLICY

This document explains to you how to make a complaint about Alliance Trust PLC (the “Company”).

What is Alliance Trust PLC?

The Company is an investment company with investment trust status listed on the London Stock Exchange (“**LSE**”) on which its shares are publicly traded.

The Company is not regulated by the UK Financial Conduct Authority (“**FCA**”), but it qualifies as an alternative investment fund (“**AIF**”) for the purposes of the UK’s Alternative Investment Fund Managers (“**AIFM**”) Directive regime.

The Company is led by a Board of independent Non-Executive Directors. The Company does not have any Executive Directors or employees.

How do I make a complaint?

As the Company has no employees, complaints will be received and acknowledged by Juniper Partners Limited (“**Juniper**”), the Company’s Company Secretary and Administrator. You can make a complaint about the Company by telephone, email, via the Company’s website or in writing via the contact details below:

By telephone: 01382 938320

By Email: investor@alliancetrust.co.uk

Via the website: www.alliancetrust.co.uk/contact

In writing: Juniper Partners Limited
River Court
5 West Victoria Dock Road
Dundee
DD1 3JT

If you have a complaint about any transaction through your broker, plan administrator, platform or financial adviser, you should contact that person or organisation directly.

How your complaint will be dealt with

Please inform us about any complaint you may have as soon as possible and include as much detail about your complaint as you can.

In the first instance you should receive at least an acknowledgement of your complaint and, where possible, a substantive response, within five business days of receipt. We may not always be able to fully investigate your complaint and provide a detailed response within this timescale. We will keep you updated with the progress of your complaint. We will aim to revert you with a final response (or to explain why a final response cannot be provided) no later than eight weeks after it was first received.

Juniper will share details of your complaint with the Board and will liaise with it to address your complaint as soon as possible. Depending on the nature of your complaint, the Board may need to seek input from some of the Company's other service providers such as Towers Watson Investment Fund Management Limited ("**WTW**"), the Company's Investment Manager or Computershare Investor Services PLC ("**Computershare**"), the Company's Registrar.

Each of Juniper, WTW and Computershare are authorised and regulated by the FCA.

Details of the Company's service providers can be found on the Company's website, www.alliancetrust.co.uk, and in the Company's Investor Disclosure Document (found on the website or available on request from Juniper).

What happens after my complaint is resolved?

On a quarterly basis, the Company Secretary reports details of the complaints that have been received to the Board so that it can analyse the nature of the complaints that have been received and identify whether any changes are required to avoid their reoccurrence.

Financial Ombudsman Service

The Financial Ombudsman Service ("**FOS**") has been set up by law to provide consumers with a free, independent service for resolving disputes with financial firms authorised by the FCA.

While the Company is not regulated by the FCA, in certain circumstances, depending on the nature of a complaint and what type of investor you are, it may be possible for a complaint to be referred to FOS. However, FOS will not consider a complaint before a final response has been provided by the regulated firm in respect of which your complaint was received or eight weeks have elapsed since your complaint was received by that firm.

Further information can be obtained from FOS, the contact details for which are set out below.

The Financial Ombudsman
Service Exchange Tower
London
E14 9SR

Telephone:
0800 023 4567 (free for landlines and mobiles)

0300 123 9123 (calls cost no more than calls to 01 & 02 numbers)

+44 20 7964 0500 (available from outside the UK - calls will be charged)

E-mail: complaint.info@financialombudsman.org.uk

Website: www.financialombudsman.org.uk