

Client Complaints Policy – what to do if you have a complaint

1. Introduction

Partners Group places considerable importance on providing clients with the highest level of service. However, we understand that there may be occasions when clients' expectations may not be met. Partners Group understands the importance of complaints and views complaints as an opportunity to learn and to improve its controls, as well as a chance to put things right for the clients.

2. How to make a complaint

We want clients to be able to complain in any way they choose. Therefore, if you are dissatisfied with our services please let us know by contacting complaints@partnersgroup.com or you could contact your usual Partners Group contact via telephone and in writing.

As part of our commitment to quality service, telephone calls maybe recorded.

3. Once a complaint is made

Where a complaint is made, Partners Group will seek a resolution as quickly as possible. If we receive a complaint outside normal working hours, it will be treated as if it has arrived the next business day. When dealing with your complaint, we will ensure the following:

- a record is made of your complaint.
- issue you with an acknowledgment letter of the complaint promptly following receipt. This will generally be within three working days; the complaint acknowledgment letter will include a copy of this Client Complaints Policy for your files.
- Where possible, if we are able to resolve the complaint, we will provide you with a full response within this acknowledgement letter.

4. Complaints that require further investigation

We aim to resolve complaints as quickly as possible. If a decision is not reached in time of the acknowledgement letter, or it is necessary to carry out additional investigation, we will explain why and provide you with a revised timeline. We aim to send our final response letter at the latest, within eight weeks or such shorter deadline required in your jurisdiction.

However, in the unlikely event that we have not finished investigating your complaints after eight weeks or within any other applicable deadlines after we received it, we will send you a further letter to:

- Explain why we have been unable to reach a decision;
- Let you know when you can expect our final decision;

- If eligible, provide contact details for an Alternative Dispute Resolution Ombudsman and explain their service.

5. Our response

Once we have fully investigated the matter, we will write to you confirming our decision, how it was reached and offer any redress where this is appropriate.

6. Alternative Dispute Resolution

We would like to point out to you that if your complaint remains unresolved alternative dispute resolutions may be available to you. Further information on this will be provided to you as appropriate at the relevant point in the process and based on your circumstances.

7. Complaints not relating to Partners Group

If we receive a complaint that is not about us, or our services, we will inform you that we are not responsible for the matter. Where reasonable we will indicate to you who the responsible firm is.

8. Confidentiality

All complaint information will be handled sensitively and in accordance with any relevant data protection and regulatory requirements.