

## Complaints Handling Policy for Pantheon-Managed Luxembourg Funds

**The purpose of this policy is to provide clear, precise and up-to-date information on Pantheon Ventures (UK) LLP complaints handling procedures in accordance with applicable regulations relating to the out-of-court resolution of complaints. The policy is intended to ensure that complaints are dealt with properly and promptly.**

**For the avoidance of doubt, this policy is only applicable to the following fund ranges:**

- Pantheon Global Infrastructure Fund II (Luxembourg) SCSp
- Pantheon Multi-Strategy Program 2014 (Luxembourg) SLP SICAV SIF
- Solutio PREMIUM Private Equity VI Master SCSp
- Pantheon Access (Luxembourg) SLP SICAV SIF

### 1. HOW TO MAKE A COMPLAINT

A complaint can be made by phone or in writing (post or email). The Complainant shall explain in detail the facts behind the complaint, providing all relevant supporting documentation if applicable.

If sending the complaint by post, it should be sent to the following address:

The Complaints Officer  
Pantheon Ventures (UK) LLP  
10 Finsbury Square, 4<sup>th</sup> Floor,  
EC2A 1AF  
London, United Kingdom

For complaints by email for all funds, please send to [fidelis.wangata@pantheon.com](mailto:fidelis.wangata@pantheon.com)

For complaints by phone please call the following telephone number: +44 020 7484 6200

### RESPONSIBLE PERSON FOR COMPLAINTS

The individual responsible for Complaints received by Pantheon is the Head of Compliance for Europe and Asia, Mr. Fidelis Wangata.

### 2. PROCESSING TIME FOR COMPLAINTS

Pantheon will acknowledge the complaint within 10 business days of receipt and will inform the Complainant of the name and contact details of the person handling the complaint.

A final written response once approved by the Head of Compliance will be sent to the Complainant no later than one month after receipt of the complaint.

Where a response cannot be provided within the prescribed period of one month, the complainant will be informed of the cause for the delay with an indication of the date by which the investigation will be completed and a final response issued.

### 3. RECOURSE TO APPLICABLE REGULATOR'S OUT-OF-COURT RESOLUTION OF COMPLAINTS

Where a Complainant does not deem the final response received to be satisfactory, he/she may make a request for an out-of-court resolution of complaints to the applicable regulator. The procedure for such resolution will be made available to the Complainant upon request to Pantheon.

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