

## **Complaints Handling Policy for Pantheon-Managed Luxembourg Fund**

The purpose of this policy is to provide clear, precise and up-to-date information on Pantheon Ventures (Ireland) DAC 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
- PGIF IV Euro Feeder (Luxembourg) SCSp
- Pantheon Global Infrastructure Fund IV Euro (Luxembourg) SCSp
- Pantheon Global Secondary Fund VI SCSp
- Pantheon Global Secondary Fund VI Feeder (Luxembourg) SCSp
- Pantheon Global Secondary Fund VII SCSp
- Pantheon Global Secondary Fund VII Feeder (Lux) SCSp
- Pantheon Global Secondary Fund VII Euro Feeder SCSp
- Pantheon Global Secondary Fund VII Euro SCSp
- PGC IV Co-Mingled Fund SCSP
- Pantheon Global Co-Investment Opportunities Fund V (Luxembourg) SCSp
- Pantheon Global Co-Investment Opportunities Fund V Feeder (Luxembourg) SCSp
- Pantheon Global Co-Investment Opportunities Fund VI (Luxembourg) SCSp
- Pantheon Global Co-Investment Opportunities Fund VI Feeder (Luxembourg) SCSp
- Pantheon Multi-Strategy Program 2014 (Luxembourg) SLP SICAV SIF
- Pantheon Access (Luxembourg) SLP SICAV SIF
- Pantheon Private Debt Program SCSp SICAV- RAIF (and its sub funds)
- Pantheon Private Debt PSD II USD Feeder (Luxembourg) SCSp
- Pantheon Private Debt Program PSD III USD Feeder (Lux) SCSp
- Pantheon Private Debt PSD II EUR Feeder (Luxembourg) SCSp
- Pantheon Private Debt PCO II USD Feeder (Luxembourg) SCSp
- Pantheon Private Debt Program PSD III GBP Feeder (Lux) SCSp
- Pantheon Private Debt PSD III USD Feeder (Lux) SCSp
- Pantheon Private Debt Program Tubera Credit 2020 Feeder SCSp
- PPDP Peridot 2022 Feeder SCA SICAV-RAIF
- Pantheon Global Infrastructure Fund IV (Luxembourg) SCSp
- PGIF IV Feeder (Luxembourg) SCSp
- Pantheon Secondary Opportunity Fund (Luxembourg) SCSp
- Pantheon Secondary Opportunity Fund Feeder (Lux) SCSp
- Pantheon Secondary Opportunity Fund II (Luxembourg) SCSp
- Pantheon Secondary Opportunity Fund II Feeder (Lux) SCSp
- Pantheon Private Markets SICAV SA
- SOLUTIO PREMIUM Private Equity VI Master SCSp
- SOLUTIO PREMIUM Private Equity VI Feeder SCA SICAV-SIF
- SOLUTIO PREMIUM Private Equity VII Master SCSp
- SOLUTIO PREMIUM Private Equity VII Feeder SCA SICAV-RAIF
- SOLUTIO PREMIUM Private Debt I SCSp
- SOLUTIO PREMIUM Private Debt II Master SCSp
- SOLUTIO PREMIUM Private Debt II Feeder SCA SICAV-RAIF
- SOLUTIO PREMIUM Private Debt III Master SCSp
- SOLUTIO PREMIUM Private Debt III Feeder SCA SICAV-RAIF
- SOLUTIO Premium Private Equity VIII Master SCSp SICAV-RAIF (and its sub funds)
- SOLUTIO Premium Private Equity VIII Feeder SCA SICAV-RAIF (and its sub funds)
- SOLUTIO Opportunities Asia I SCSp

- PPDP Spear Feeder SCSp
- PPDP PCO III USD Feeder SCSp
- Pantheon Global Infrastructure Fund V (Luxembourg) SCSp
- PGIF V EUR Feeder (Luxembourg) SCSp
- PGIF V USD Feeder (Luxembourg) SCSp
- Pantheon Global Secondary Fund VIII SCSp
- PGSF VIII USD Feeder (Luxembourg) SCSp
- PGSF VIII EUR Feeder (Luxembourg) SCSp
- PPDP PSDE III Feeder (Lux) SCSp
- Pantheon Global Select Fund VII Feeder SA SICAV-RAIF
- PPDP PSDE III Feeder (Lux) SCSp
- Pantheon Private Debt Program SCSp SICAV-RAIF - Pantheon Senior Debt Secondaries Europe III
- PPDP PSDE III Feeder SA SICAV RAIF
- SOLUTIO PREMIUM Private Equity IX Master SCSp SICAV-RAIF
- SOLUTIO PREMIUM Private Equity IX Master SCSp SICAV-RAIF – Sub-Fund “Private Equity”
- SOLUTIO PREMIUM Private Equity IX Master SCSp SICAV-RAIF – Sub-Fund “Opportunistic Secondaries
- SOLUTIO PREMIUM Private Equity IX Master SCSp SICAV-RAIF – Sub-Fund “Venture
- SOLUTIO PREMIUM Private Equity IX Master SCSp SICAV-RAIF – Sub-Fund “Co-investments
- Pantheon Private Debt Program SCSp SICAV-RAIF – Pantheon Senior Debt Secondaries Europe III SA Feeder

## **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 (Ireland) DAC  
Ella House  
39-43 Merrion Square East Dublin  
2  
Ireland D02 NP96

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

For complaints by phone please call the following telephone number:

+353 (1) 6426566

## **RESPONSIBLE PERSON FOR COMPLAINTS**

The individual responsible for Complaints received by Pantheon is the Head of Compliance (Ireland), Maeve Kelly.

## **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 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 file a request with the Commission de Surveillance du Secteur Financier ("CSSF") in Luxembourg, within one year after he/she filed his/her complaint with Pantheon. This request should be made as follows:

- by completing the CSSF form online available at the following address:  
<https://reclamations.apps.cssf.lu/index.html>
- Or by post to the following address: Commission de Surveillance du Secteur Financier
- Département Juridique CC 283, route d'Arlon
- L-2991 Luxembourg
- Or by email to the following email address:  
[reclamation@cssf.lu](mailto:reclamation@cssf.lu).
- Or by fax to the following number: (+352) 26 25 1-2601

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### **Pantheon Ventures (Ireland) DAC**

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Pantheon Ventures (Ireland) DAC is regulated by the Central Bank of Ireland