

WPiAM Complaints Policy

Introduction

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

The World Partners in Asset Management encourages its stakeholders¹ to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, the Board

The preferred process involves stakeholders resolving issues to their satisfaction internally, without feeling they must refer to external organisations or to authorities for assistance.

Purpose

The purpose of this document is to provide an avenue through which stakeholders can resolve business-related complaints as they arise.

Policy

The World Partners in Asset Management will establish mechanisms to promote fast and efficient resolution of issues arising from complaints.

Stakeholders should feel comfortable discussing issues with the Board in accordance with the procedures outlined below.

All formal avenues for handling of complaints will be fully documented and the Stakeholder's wishes will be considered in determining the appropriate steps and actions.

No individual will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

This Policy applies to all stakeholders associated with World Partners

Chair of Board of Directors

World Partners in Asset Management

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¹ Stakeholder – person or organisation that can affect or be affected by, or perceive themselves to be affected by a decision or activity (ISO 55000:2014)