

WPiAM Complaints Procedure

Responsibilities

It is the responsibility of the Board to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with themselves and Stakeholders;
- Any complaint is handled in the most appropriate manner at the earliest opportunity;
- All Stakeholders are treated fairly and without fear of intimidation.

It is the responsibility of the Chair to ensure that:

- All Board Members are aware of their obligations and responsibilities in relation to communication and information sharing
- All Board Members are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of the Board is handled in the most appropriate manner at the earliest opportunity.

Procedures

Complaints Resolution

Any Stakeholder who considers that they have a complaint should raise the matter with their representative organisation at World Partners as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

Should there be no Representative organisation the complaint should be made directly to the Management Company

The World Partner representative organisation (or Management Company if no Representative organisation) should check for clarification of the issue to ensure they fully understand the complainant's concern. The representative should follow the standard procedure of

- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the Stake holder with a written summary of the meeting and clarification of the next steps to be taken.

The World Partner representative (or Management Company) must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective, and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the Stakeholder wishes to pursue it, the issue should be discussed with the entire Board. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood.

If the complaint is one of a confidential or serious nature involving a Board Member, the complainant may discuss the issue directly with the Chair

Related Documents

- Board Complaints Policy
- WPiAM Code of Ethics

Chair of Board of Directors

World Partners in Asset Management

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