

BLACKSTONE GROUP INTERNATIONAL PARTNERS LLP CLIENT COMPLAINTS HANDLING PROCEDURE

Blackstone Group International Partners LLP (“**BGIP**”) has adopted a complaints management policy to deal with Complaints brought by Clients (the “**Policy**”).

This Client Complaints Handling Procedure details the 5-step summary procedure for handling a Client Complaint. Defined terms used herein are the same as in the Policy.

Clients may make a Complaint to any member of Staff, but ordinarily BISE would expect Complaints to be made to the Complaints Officer whose details are specified below.

5-step Summary Procedure:

1. Recipients shall forward all Client Complaints to the Complaints Officer, who will notify the Compliance Officer and manage the Client Complaints. Clients can complain using any form of media - e.g. orally or in writing, in person or by letter.
2. The Complaints Officer (or such other person as the Complaints Officer may nominate in accordance with the Policy):
 - a) may provide a written acknowledgement of the Client Complaint to the Client and keep the Client informed thereafter of the progress in dealing with the Client Complaint; and / or
 - b) shall reply to the Client Complaint with a statement of BGIP’s position,

in either case, without undue delay. A copy of this Client Complaints Handling Procedure shall be provided to the Client at that time.
3. Inform the Client when BGIP’s internal Complaints processes have been exhausted but that the Client may still be able to take civil action against BISE in respect of the complaint. The Client Complaint will be treated as settled if there is no response from the Client within four weeks. The Client Complaint will be reopened if the Client subsequently responds.
4. Where applicable, comply with any offer of remedial action or redress.
5. Record the Client Complaint in the BGIP Complaints Register.

Contact details of the Complaints Officer

The details of the Complaints Officer are as follows:

Name: Susannah Lindenfield
Contact Address: The Blackstone Group, 40 Berkeley Square, London, W1J 5AL
Contact Email: susannah.lindenfield@blackstone.com
Contact Phone: +44 (20) 7451 4211

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