



INVESTMENTS  
WITH PURPOSE  
FOR PROFIT  
BY PEOPLE  
FROM TRIPLE POINT

## **TRIPLE POINT GROUP**

### Complaints Policy

---

How to complain and how we will respond

February 2024

---

## **CONTENTS**

---

<b>INTRODUCTION</b>	<b>3</b>
<b>DOES THIS POLICY APPLY TO YOU?</b>	<b>3</b>
<b>HOW CAN YOU MAKE A COMPLAINT?</b>	<b>3</b>
<b>WHAT WILL WE DO ONCE WE HAVE RECEIVED YOUR COMPLAINT?</b>	<b>3</b>
<b>INVESTIGATING AND RESOLVING YOUR COMPLAINT TRAINING</b>	<b>3</b>
<b>OUR TIMETABLE FOR RESPONDING TO YOU</b>	<b>4</b>
<b>FINANCIAL OMBUDSMAN SERVICE ("FOS")</b>	<b>4</b>
<b>CLOSING COMPLAINTS</b>	<b>4</b>
<b>QUESTIONS</b>	<b>4</b>

---

---

## TRIPLE POINT COMPLAINTS POLICY

---

### Introduction

Triple Point Investment Management LLP ("TPIM") and Triple Point Administration LLP ("TPAL") are both client-facing entities within the Triple Point Group. Each is authorised and regulated by the Financial Conduct Authority ("FCA") in the United Kingdom.

Each firm is required to have in place effective and transparent procedures for the reasonable and prompt handling of complaints we may receive from an investor in a fund or service that we manage or operate.

This document provides information about our complaints handling procedures that apply to both the above firms, and which we will follow in the event that you make a complaint.

We seek to provide excellent client service and our preference is to avoid circumstances where a complaint may arise in the first place. However, if something does go wrong, we will endeavour to resolve issues fairly and promptly if we can. Either way, we always welcome feedback, good or bad, because it enables us to improve our processes and the experience that our clients have of Triple Point – please don't hesitate to get in touch if you are able to share your thoughts.

### Does this policy apply to you?

It is important to note that we will treat all complainants equally and fairly – our reputation is very important to us, and we will strive to ensure that our clients are satisfied with the services that we provide wherever we can. We hold client interests at the heart of our activities, which is also a requirement for regulated firms under the Consumer Duty. We endeavour to provide our customers with the best outcomes.

### How can you make a complaint?

You can make a complaint by any reasonable means – for example, by letter, email, telephone or in person.

#### To make a complaint, please contact us by:

Telephone: 020 7201 8989

Email: [contact@triplepoint.co.uk](mailto:contact@triplepoint.co.uk) or if your

complaint is specific to Digital 9 Infrastructure then please use [D9Contact@triplepoint.co.uk](mailto:D9Contact@triplepoint.co.uk)

Write to: Complaints, Triple Point, 1 King William Street, London, England, EC4N 7AF, GB

### What will we do once we have received your complaint?

It is important we are able to review and consider any complaints fully. We will promptly acknowledge your complaint and let you know the name and title of the person that is handling your complaint.

This individual will have the necessary authority to investigate and settle the complaint and will be, by default, a senior member of the Triple Point Group.

### Investigating and resolving your complaint

We will investigate your complaint competently, diligently and impartially with a view to deciding whether the complaint should be upheld and whether any remedial action and / or redress may be appropriate, and we will send our conclusions to you.

If we decide that redress is appropriate, we will aim to provide you with fair compensation for any acts or omissions for which we are responsible. If you accept our offer, we will promptly provide the compensation to you.

Aside from your ability to complain, we welcome and encourage feedback, both negative and positive, which is valuable to our efforts to continually improve our services.

---

## TRIPLE POINT COMPLAINTS POLICY

---

### Our timetable for responding to you

Once we have promptly acknowledged your complaint (usually within three working days), we will keep you informed of our progress. If we are able to resolve your complaint quickly, we will send you a Summary Resolution Communication, which will:

- Acknowledge your complaint and confirm that we now consider it to be resolved;
- Explain that you may still be able to refer your complaint to the Financial Ombudsman Service (FOS) if you subsequently disagree with our decision, and the timescales you have for doing this; and
- Provide information about how to contact the FOS.

Some complaints need more investigation or may take longer to resolve. If we are unable to resolve your complaint quickly, we will, within eight weeks of receiving your complaint (or 20 working days if your complaint relates to Digital 9 Infrastructure plc which is governed by Jersey regulations), send you either a final response or a written response that explains why we are not in a position to make a final response and when we expect to provide one.

Our response will also include the following:

- Inform you that, if you remain dissatisfied, you may refer the complaint to the FOS; and
- Enclose a copy of, or an electronic link to, the FOS standard explanatory leaflet.

### Financial Ombudsman Service (“FOS”)

If you are unhappy with our decision, you can refer your complaint to the FOS, which aims to resolve disputes between financial services firms and their clients. For further information please see the FOS Consumer leaflet “Want to take your complaint further?” available online at:

[www.financial-ombudsman.org.uk/publications/consumer-leaflet.html](http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.html)

If you wish to refer a complaint to the FOS, you must do so within six months of the date of our final response.

### Closing complaints

We will regard your complaint as closed in the following circumstances:

- Once we have sent you a final response;
- Where you have told us that you accept an earlier response that we have sent to you; or
- If you refer your complaint to the FOS, when the FOS informs us that the complaint has been closed.

### Questions

If you have any questions about our complaints process, please contact us at [contact@triplepoint.co.uk](mailto:contact@triplepoint.co.uk) or [Complaints, Triple Point, 1 King William Street, London, England, EC4N 7AF, GB.](#)



Triple Point

Investments  
with **purpose**  
for **profit**  
by **people**  
From Triple Point

Something happens when people come together. From the connections we make spring ideas. Fresh solutions to big problems, from how to improve global communications and heat our homes, to how to support businesses and drive the economy. And from solutions like these flow opportunities to create value.

We call it the **Triple Point**. It's the place where people, purpose, and profit meet. Since 2004, we've been targeting this Triple Point in areas like digital infrastructure, energy efficiency and social housing, unlocking investment opportunities that make a difference.


Big problems create **strong demand**.  
Strong demand drives **good investments**.  
Good investments solve **big problems**.

It means that investors never have to choose between financial returns and social impact. You achieve one by achieving the other.

**For more information about Triple Point please contact a member of the Team**

Triple Point  
1 King William Street  
London  
EC4N 7AF

**Advisor and Investor Enquiries**

 020 7201 8990

 [contact@triplepoint.co.uk](mailto:contact@triplepoint.co.uk)

[www.triplepoint.co.uk](http://www.triplepoint.co.uk)

Certified



Corporation