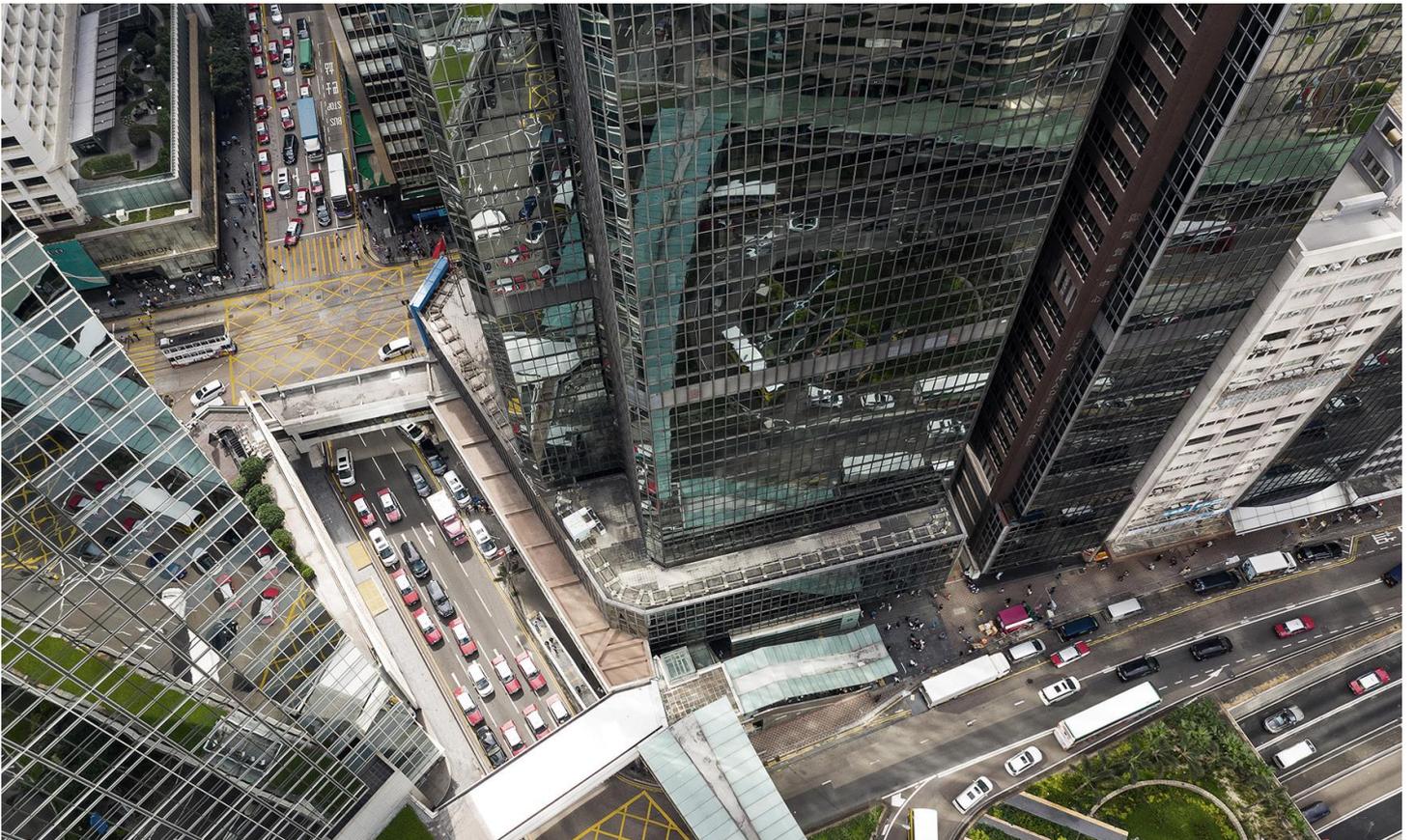


Complaints Handling Procedures

Compliance

November 2025



Policy summary



WHY *it is necessary*

We're committed to providing the best quality of service to our clients, ensuring an entirely satisfactory relationship. However, there may be times when things go wrong, which may give rise to a complaint. If at any time you are unhappy with any aspect of our service, please contact us.

We take complaints very seriously and we have a complaint handling procedure to ensure that your complaints or concerns are handled promptly and impartially, in accordance with the rules and requirements of the Financial Conduct Authority ("FCA").



HOW *to raise a complaint*

If you would like to make a complaint, please contact us as follows:

Head of UK Compliance

CBRE Investment Management Indirect Limited/CBRE Investment Management (UK Funds) Limited
Third Floor
One New Change
London, EC4M 9AF
Telephone: +44 (0)20 7809 9000

We aim to resolve your complaint to your satisfaction. If you are unsatisfied with the result of our handling of your complaint, you can escalate to:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR
www.financial-ombudsman.org.uk
Telephone: 0300 123 9 123



WHAT *we do*

We will investigate your complaint diligently, promptly and fairly, considering all available information. The Head of UK Compliance oversees the investigations to determine the root cause. We will send you a written final response, which will detail our findings and any proposed resolutions.

How to complain

Please send complaints to us using the information in the previous section: [Policy Summary - "HOW to raise a complaint"](#). We encourage you to provide complaints to us in writing, however, complaints may also be made verbally. For verbal complaints, we may request a written summary to ensure we have a full understanding of the reasons for your complaint and to ensure effective processing.

How we handle complaints

Evaluating, investigating and resolving a complaint

We're committed to resolving your complaints promptly and fairly and we aim to respond to and resolve complaints within 3 business days following the day on which the complaint is received. If we can't resolve, or if it involves potential financial loss, we'll provide a written response.

If we believe that another firm is responsible for the fault alleged in your complaint, we'll refer the complaint to them, notify you and provide you with their contact details. Where there is a joint responsibility, we will refer and notify you.

Written responses and resolutions

If we need more time to resolve your complaint, we'll send you a written acknowledgement within 7 days. This will let you know:

- Who is handling your complaint.
- How we handle complaints – a copy of this procedure.
- If we need any further information from you.

If we can resolve your complaint and give you a final answer within 7 days, we'll include it in this initial acknowledgement.

In any event, by the end of 8 weeks from the date of receipt of the complaint, we will send you a final substantive response which:

- Accepts the complaint and indicates how the issue is to be resolved; or
- Rejects the complaint giving full reasons or
- If a delay continues, we'll explain why, telling you when to expect a final response.

If you remain dissatisfied, you may refer the complaint to The Financial Ombudsman Service whose details are provided in the section: [Policy Summary - "HOW to raise a complaint"](#).

Document Management

Title	FCA Complaints Handling Policy
Version	1.0
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Document owner	Head of UK Compliance
Classification	Public. Policy can be shared externally outside the firm.
Review cycle	Annual

Version control and maintenance

Version	Date	Details of all updates made	Approval Date
1.0	November 2025	Combined UK Direct and Indirect Policies	November 2025