

Complaints Policy

Triton

Document summary

Policy Ref	TIA-COMP-COM
Security Classification	Internal
Policy Summary	Sets out how investors and other complainants may raise complaints with Triton in respect of investments in funds managed by Triton, how those complaints will be handled, and the alternative dispute resolution routes available if the complainant remains dissatisfied with Triton's response.
Policy Scope	All Triton entities receiving complaints from investors or other complainants, including Triton Investments Advisers LLP (London), Triton Investment Management Limited (Jersey) and Triton Investments Management SARL (Luxembourg).
Document Status	Approved
Version	2.0
Policy Sponsor	Head of Compliance
Policy Owner	Compliance
Approvals	ManCom

Version control

Date	Version	Summary of Changes
March 2025	1.0	
June 2026	2.0	Reformatted into the Triton policy template. Wording unchanged from the March 2025 version

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1. Introduction

At Triton, we are committed to providing you with a clear communication service in respect of your investment in funds managed by Triton. As part of that commitment, we would like to clarify how you can ask us for assistance on any matter. If at any time you would like to discuss with us how Triton can improve, or if you are dissatisfied with any aspect of your investment then we provide the following information to allow us to better address your complaint or concern.

2. How to get in touch with us

To ensure prompt handling of your complaint please send your contact details, the reason for the complaint, any alleged damage or loss and, if possible, copies of any documentation supporting your complaint to complaints@triton-partners.com.

You will find the names and contact details of Triton staff who will be able to assist with your complaint in Appendix 1.

3. What we do once you have been in touch

We will formally acknowledge your complaint within five business days (five business days being business days in the jurisdiction in which the complaint is received) of receiving it and we will give you the name and contact details of the person looking after your complaint.

We aim to resolve your complaint as promptly as we can however if we are not able to provide resolution within one month of the date of the receipt of your complaint, we will write to you to assure you that we are continuing to look into your complaint and explain the reasons for the delay. We will also give you an indication as to when we think the complaint is likely to be completed.

When we have completed our inquiry into the complaint, we will contact you and inform you of the results of our inquiry and any proposed solution arising out of that inquiry.

4. What happens if you are not happy with our proposed solution

If you are not satisfied with our response to your complaint, then you are entitled to appeal to an alternative dispute resolution entity. Appendix 2 sets out how and who you can appeal to and how to contact them.

5. Appendix 1

London

Triton Investments Advisers LLP
32 Duke Street,
3rd Floor
St James's,
London
SW1Y 6DF
United Kingdom
E-mail: complaints@triton-partners.com
Attention: Moana Moore

Jersey

Triton Investment Management Limited
5/6 Esplanade, 1st Floor
St. Helier,
Jersey,
JE2 3QA
E-mail: complaints@triton-partners.com
Attention: Heike Oberg

Luxembourg

Triton Investments Management SARL
2, Rue Edward Steichen,
Building Oksigen, Floor 7
L-2540 Luxembourg
Grand Duchy of Luxembourg
E-mail: complaints@triton-partners.com
Attention: Moana Moore

6. Appendix 2

Alternative Dispute Resolution Entities

London

The Financial Ombudsman

Website: <https://www.financial-ombudsman.org.uk/contact-us>

Email: complaint.info@financial-ombudsman.org.uk

Helpline: 0800 023 4567

Luxembourg

CSSF Out of Court Complaint Resolution Procedure

Please be aware that you have one year from filing your initial complaint with Triton in which to file a request with the CSSF Out of Court Complaint Resolution Procedure.

The request must be filed with the CSSF in writing, by post, by email or online on the CSSF website, by sending the completed complaint form (PDF):

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, Route d'Arlon

L-2991 Luxembourg

Website: <https://www.cssf.lu/en/customer-complaints/>

Email: reclamation@cssf.lu

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E: complaints@triton-partners.com