

Submit a complaint

The management of Lexington Partners Luxembourg S. à r.l. (“Lexington Partners”) has approved a complaints management policy (the “Policy”) in respect of the Funds for which Lexington Partners acts as an Alternative Investment Fund Manager.

A complaint is a statement of dissatisfaction expressed by a complainant towards Lexington Partners and which is related to a contract or service provided by Lexington Partners or its delegates.

The purpose of the Policy is to provide protection of investors participating in the Lexington Funds against any misunderstandings and the prompt handling of complaints within a reasonable time.

How to file a complaint?

Complaints may be submitted to the Complaints Handling Officers by email to the following address: investorrelations@lexpartners.com

Each complaint must include the following:

- Your contact details;
- A description of the reasons for the complaint;
- A copy of any document you consider useful to the understanding of your complaint may be attached.

Procedure that will be followed to handle the complaint:

- After your complaint is received by Lexington Partners, written acknowledgement of receipt will be provided within 10 working days by the Complaints Handling Officers;
- A detailed written response to your complaint will be provided within 20 working days of receipt.

If you do not receive a response or a satisfactory response from Complaints Handling Officers, you have the opportunity to escalate the complaint directly to the Conducting Officer at the following address: smeadows@lexpartners.com

If the complainant is not satisfied with the resolution or response given in relation to the complaint, they may have recourse to the alternative dispute resolution procedure with the Commission de Surveillance du Secteur Financier (CSSF).

For more information: <https://www.cssf.lu/en/customer-complaints/>