Baronsmead Venture Capital Trust PLC
Baronsmead Second Venture Capital Trust PLC
(together, the "**Baronsmead VCTs**")

Correspondence address: 80 Cheapside
London
EC2V 6EE

Registered address: 5 New Street Square
London
EC4A 3TW

Baronsmead VCT's
Complaints Policy

Complaints Manager contact details
Name: Roberto Luu-Martins
Telephone: +44 (0)7729045462

Address: 80 Cheapside, London, EC2V 6EE
E-mail: complaints@greshamhouse.com

Our Procedures
Any complaint verbal or written will be referred to our *complaints manager* at the earliest opportunity or to a member of the senior management if the *complaints manager* is unavailable. We will also

- Acknowledge the complaint in writing promptly
- Give details in our acknowledgement letter of the Financial Ombudsman Service
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Adviser or Provider
Clients often express dissatisfaction to their adviser about the product provider. We will need to establish whether or not your complaint relates to the advice given, the adviser service or the service or performance of the product provider. If unclear, this must not delay investigation and we will proceed with our own investigation. The *complaints manager* will review this matter and take the complaint to the provider if appropriate in consultation with you.

Investigation
The *complaints manager* will establish the nature and scope of your complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an *eligible complainant*;
- Relating to regulated activity;
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

Final response

This will set out clearly the firm's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

Complaints Settled within 3 business days

Complaints that can be settled to your satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to your satisfaction under this section, we will promptly send you a ***'Summary Resolution Communication'***, being a written communication from us which:

(1) refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction;

In addition to sending you a ***Summary Resolution Communication***, we may also use other methods to communicate the information where:

(1) We consider that doing so may better meet your needs; or

(2) We have already been using another method to communicate about the complaint.

Closing a complaint

We will consider a complaint closed when we have made our final response to you.