CHRISTIE PENSION AND LIFE ASSURANCE SCHEME (THE "SCHEME")

COMPLAINTS PROCEDURE

Most queries and complaints about the Scheme can be resolved informally. However, legislation requires the Trustees of the Christie Pension and Life Assurance Scheme ("the Trustees") to put procedures in place for resolving formal complaints from Scheme members and beneficiaries. This procedure sets out how you should make a complaint and the process that the Trustees will follow in considering and determining the outcome of your complaint.

If your complaint relates to membership, benefits or any other matter relating to the administration of the Scheme, you should refer to **Section 1: Internal Dispute Resolution Procedure**.

If your complaint relates to how the Trustees handle your personal data, you should refer to **Section 2: Complaints about personal data**.

If you are not sure which category your complaint belongs to, or your complaint relates to both maladministration and personal data, please provide as much information as you can about your complaint and the Trustees will determine the appropriate procedure(s) to follow.

THE TRUSTEES OF THE CHRISTIE PENSION AND LIFE ASSURANCE SCHEME

June 2026

SECTION 1: INTERNAL DISPUTE RESOLUTION PROCEDURE

This section contains the Scheme's Internal Dispute Resolution Procedure (IDRP). It applies to matters of dispute between a member or prospective member and the Trustees about matters relating to the Scheme (other than complaints about personal data). The IDRP also covers matters of dispute with the Trustees concerning a deceased member's widow, widower, surviving civil partner or other surviving dependant; a surviving non-dependant beneficiary (being someone who, on the death of the member is entitled to payment of benefits under the Scheme); anyone who has been a member or prospective member and anyone else claiming to be in any of these categories.

Any person making a complaint can have a representative, if they wish. This person must be:

- nominated by the complainant;
- the complainant's personal representative if the complainant is dead; or
- one of the complainant's family, or someone else suitable to represent the complainant, if the complainant is a minor or otherwise unable to act for themselves.

Any complaint by a person who has ceased, or claims to have ceased, to be a member, beneficiary or prospective member of the Scheme must be brought within six months of the date the person ceased, or claims to have ceased, to be such a person with an interest in the Scheme.

You can apply on any matter regarding the Christie Pension and Life Assurance Scheme which is in the Trustees' power. You cannot apply if the question is for the Company or if it has already been passed to the Pensions Ombudsman, a court or a tribunal.

PROCEDURE

Who do I apply to?

If you have a complaint, it should be made in writing and addressed to the Trustees of the Christie Pension and Life Assurance Scheme:

The Christie Pension and Life Assurance Scheme
c/o Karen Stidder
Christie Management Ltd
Glyndebourne
Lewes
East Sussex BN8 5UU
Email: karen.stidder@glyndebourne.com

Alternatively, you can contact the Secretary to the Trustees, c/o Magda Kania:
magda.kania@capita.com.

How do I apply?

When writing, you should give your full name and address; your date of birth; your National Insurance number; state if you are or have been a Scheme Member, and your signature.

You need to provide details of the complaint together with copies of any supporting documentation. If a financial adviser or other legal representative is assisting you, you should supply details of their full name, address, relationship to you, and any different address for correspondence. You should also include a Letter of Authority if you wish your adviser/representative to be copied into correspondence.

If you are the widow, widower or dependant of a deceased Scheme Member, you will also need to give your full name; the full name of the Scheme Member; date of birth and National Insurance number of the deceased, together with details of your relationship to him or her.

If you are applying on someone else's behalf, you must give all the above details plus your own full name and address, and state whether this address is to be used for correspondence. You must sign on behalf of the complainant.

If you do not give full details, your application may be returned.

When will the Trustees reply?
The Trustees' reply will be provided in writing within 28 working days. You will be advised if it is going to take longer than this, but we endeavour to answer all complaints within 56 working days. If a decision cannot be reached in this timeframe, you will be told the reason why and when to expect a decision.

How will the Trustees reply?
The Trustees' reply will explain what their decision is; any laws it has relied on; any parts of the Scheme rules which have a bearing, and what you can do if you are not happy with the decision.

What if I am still not satisfied?
If you are not satisfied with the Trustees' decision, you can contact MoneyHelper, which is a free service provided by the Money and Pensions Service (MaPS), an arm's-length body sponsored by the Department for Work and Pensions. MoneyHelper provides impartial money and pensions guidance, including with any difficulties you may have with the Scheme. You can visit their website at www.moneyhelper.org.uk or call them on 0800 011 3797.

If MoneyHelper is unsuccessful in resolving your dispute, you can approach the Pensions Ombudsman ("TPO") to ask them to provide assistance, investigate any unresolved complaint or dispute or assist in mediating the dispute. You can visit their website at www.pensions-ombudsman.org.uk or call them for free on 0800 917 4487 for further information.

SECTION 2: COMPLAINTS ABOUT PERSONAL DATA

This section contains the Scheme's data protection complaints policy. You have the right to bring a complaint to the Scheme if you believe that the Trustees have not handled your personal data in accordance with data protection law. This includes, for example:

- How your personal data has been collected
- How your personal data has been used
- How your personal data has been stored
- Whether or not your personal data has been kept accurately
- How your personal data has been protected

How you can make a data protection complaint

If you have a data protection complaint then you will need to write to the Trustees of the Christie Pension and Life Assurance Scheme:

The Christie Pension and Life Assurance Scheme
c/o Karen Stidder
Christie Management Ltd
Glyndebourne
Lewes
East Sussex BN8 5UU
Email: karen.stidder@glyndebourne.com

Alternatively, you can contact the Secretary to the Trustees, c/o Magda Kania: magda.kania@capita.com.

You do not need to use technical terms, or refer to your rights under particular legislation – if your complaint states clearly that it relates to personal data, it will be treated as a data protection complaint.

What we will do when we receive your complaint

Once your complaint is received, it will be acknowledged within 30 days of receipt.

After this, appropriate steps will be taken to respond without undue delay. This might include making enquiries to understand the issues you have raised, reviewing any relevant information, and keeping you notified of progress while your complaint is being considered.

Outcome of your complaint

Once the Trustees have concluded its investigations and properly considered your complaint, you will be informed of the outcome without undue delay. The response will explain the outcome of the assessment, and any steps which have been or will be taken as a result.

If you are not satisfied with the outcome, you have the right to refer your complaint to the Information Commissioner's Office (ICO). You can visit their website at www.ico.org.uk or call them on 0303 123 1113 for further information.

We appreciate that some members wish to involve the ICO at an early stage, but please note that the ICO generally expects scheme members to raise their complaint at scheme level first before contacting the ICO.

Further information about data protection complaints is available on the ICO website.