External Stakeholder Grievance Policy

Document Control

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Revision History

Revision Date	Version Number	Revised By	Description of Revision

Document Approvals

This document requires the following approvals:

Approval	Name	Date
Managing Director	James Beazley	08/07/2025

1. Purpose

The purpose of this policy is to provide a clear, transparent, and fair procedure for external stakeholders to raise grievances and have them addressed promptly and effectively. This policy also outlines the safeguards in place to protect stakeholders from retaliation.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

2. Scope

This policy applies to all external stakeholders, including but not limited to:

Clients or customers
Partners and suppliers
Community members
Civil society organisations
Regulators or government entities

It covers grievances related to the organisation's conduct, services, employees, or operations.

This procedure is not intended to deal with dismissal or disciplinary matters which are dealt with in a separate procedure.

3. Grounds for Accepting a Grievance

A grievance may be accepted if it relates to any of the following:

Breach of contract or agreement
Failure to meet service or product expectations
Unethical, discriminatory, or inappropriate behaviour
Environmental, social, or community harm caused by the organisation's actions
Lack of transparency or access to information
Violation of legal, regulatory, or compliance obligations
Inappropriate or unfair treatment by a representative of the organisation

Anonymous grievances may also be reviewed if sufficient detail is provided for investigation.

4. Grievance Management Procedure

Step 1: Submission

Stakeholders may submit grievances via Web Form: https://www.6-group.com/concerns-reporting-portal/

Required information:

Complainant's name and contact details
Relationship to the organisation
Detailed description of the issue
Any supporting evidence or documents
Desired resolution (optional)

Step 2: Acknowledgment (within 5 business days)

The organisation will confirm receipt in writing, including:

The name and contact of the grievance handler
An outline of the next steps and estimated resolution timeframe

Step 3: Preliminary Assessment (within 10 business days of receipt)

The grievance will be reviewed to determine:

Whether it meets the grounds for acceptance
Whether it contains sufficient detail for investigation
Any immediate actions required (e.g., risk mitigation)

If the grievance is outside the organisation's scope or lacks necessary detail, the complainant will be informed with reasons and guidance, if appropriate.

Step 4: Investigation (completed within 30 business days)

For accepted grievances:

A fact-based investigation will be conducted by a trained staff member or an independent reviewer
Interviews or clarification may be sought from the complainant and relevant parties
All findings will be documented
Stakeholders may be updated if timelines are adjusted

Step 5: Resolution and Response (within 5 business days after investigation concludes)

A written resolution will be provided, including:

Findings from the investigation
Decisions made and rationale
Corrective actions or remedies, if any
Rights to appeal the outcome

Possible resolutions may include:

Apology or explanation
Remedial action (e.g., refund, service correction)

Disciplinary action within the organisation
Process or policy changes

5. **Appeals Process** (within 10 business days of resolution)

If dissatisfied, the stakeholder may submit a written appeal, which will:

Be reviewed by a more senior or independent authority
Include a re-assessment of the case
Lead to a final decision within 15 business days of the appeal submission

6. **Protection Against Retaliation**

The organisation strictly prohibits any form of retaliation, harassment, or disadvantage directed at individuals who:

Submit a grievance in good faith
Participate in an investigation or provide evidence

Controls in place include:

Confidentiality of complainant identity (where legally permissible)
Independent oversight of grievance handling
Disciplinary actions for any employee found retaliating
Regular monitoring and reporting of grievance cases to senior leadership

Any stakeholder who feels they are experiencing retaliation should report it immediately via the grievance channel.

7. **Monitoring and Accountability**

Annual reporting on grievance management (anonymised) may be published as part of the organisation's transparency or ESG commitments

8. **Policy Review**

This policy will be reviewed annually or earlier if required due to legal or operational changes.