



Grievance Policy

At TIPI Group, we are committed to maintaining respectful, ethical, and accountable relationships with all individuals and organisations we engage with — including clients, partners, collaborators, and members of the community. We view feedback and grievances as valuable opportunities to learn and improve our services and practices.

We take all concerns seriously and aim to address them in a fair, transparent, and timely manner. Any allegations of misconduct, discrimination, harassment, contractual breaches, or ethical issues will be handled with sensitivity and professionalism.

How to Raise a Grievance

Grievances can be raised by completing our Feedback Form or by contacting our Head of People, Kerry Hillier, through our main office. While written submissions are preferred to aid clarity and documentation, grievances may also be raised verbally.

Our Commitment

We are committed to:

- Handling all complaints impartially, confidentially, and with due care
- Investigating concerns in accordance with principles of natural justice
- Taking no retaliatory action against anyone raising a grievance in good faith
- Ensuring support is available throughout the process, including access to an independent interpreter if needed

Grievance Handling Procedure

1. Submission

A grievance may be submitted to the Head of People, or to another appropriate contact if the grievance involves the Head of People directly.

2. Initial Acknowledgement

The person managing the grievance will acknowledge receipt and initiate discussions within 2 working days.



3. Investigation

- All parties involved will be given a fair opportunity to present their views.
- Relevant information and evidence, including witness statements where applicable, will be gathered.
- Investigations will typically be concluded within 10 working days.

4. Findings and Outcome

- A written report summarising the findings and recommendations will be prepared and reviewed by the CEO.
- Based on this, appropriate actions will be determined to resolve the issue.
- All involved parties will be informed of the outcome and any follow-up steps.

5. Right to Appeal

If a stakeholder is dissatisfied with the outcome, they may request a review by the Head of People within 3 working days of notification.

6. Monitoring and Follow-up

TIPi Group will implement any agreed outcomes and monitor the situation to help prevent similar concerns in future.

7. External Escalation

Stakeholders retain the right to escalate their grievance to an external authority such as a regulatory body, ombudsman, or legal advisor. This does not preclude TIPi Group from continuing its internal process where appropriate.