



## **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
- Taking appropriate action against any employee, vendor, client, or business partner who engages in retaliatory behaviour, in line with the Consequences of Retaliation clause

### **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.

We maintain a strict non-retaliation policy for all internal and external stakeholders, including whistleblowers; individuals or companies who raise grievances or report concerns in good faith will not face any adverse consequences such as suspension, termination, or contract withdrawal.

#### **Consequences of Retaliation**

Retaliation in any form against an individual who raises a grievance or whistleblowing concern in good faith will not be tolerated.

- Employees found to have engaged in retaliatory conduct will be subject to disciplinary action, up to and including termination of employment.
- Vendors, clients, or business partners who engage in retaliatory conduct may face corrective measures, including suspension of business, termination of contract, or referral to the appropriate authorities.

#### **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.