



Grievance and Complaints Procedure

This document details the procedure for raising a grievance or complaint against Consult4impact Ltd

1. Purpose

Consult4impact Ltd (C4i) aims to conduct its business responsibly, fairly and transparently.

This procedure provides a clear route for clients, suppliers, partners, contractors and other stakeholders to raise concerns or complaints about C4i's conduct, services, business practices or stakeholder treatment.

2. How to raise a concern

Concerns or complaints should normally be sent to:

Tim Humphreys

tim@consult4impact.co.uk

A concern may also be raised directly with either director where appropriate.

For instance, if the concern relates specifically to Tim Humphreys, it may instead be raised directly with the business owner:

Tanya Humphreys

tanya@consult4impact.co.uk

If the concern relates specifically to Tanya Humphreys, it may be raised directly with Tim Humphreys.

3. Matters covered

A grievance or complaint may relate to, for example:

- C4i's conduct or ethical standards;
- service delivery;
- discrimination, unfair treatment or inappropriate behaviour;

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- confidentiality or information handling;
- conflicts of interest;
- stakeholder treatment;
- concerns relating to C4i's social or environmental commitments;
- any other concern about C4i's business practices.

This list is not exhaustive.

4. Confidentiality and protection from retaliation

C4i will handle concerns as confidentially as reasonably possible.

Where someone asks for their identity to remain confidential, C4i will respect that request wherever practicable. Before information is shared more widely, the person raising the concern will normally be informed of who may need to be involved and why.

Information will only be shared with those who reasonably need it to review, investigate or resolve the matter.

No person who raises a concern in good faith will be disadvantaged, penalised or subjected to retaliation by C4i for doing so.

5. How C4i will respond

C4i will deal with concerns proportionately to their nature and seriousness.

The normal process will be to:

- Acknowledge the concern.
- Assess its scope, seriousness and any immediate risks.
- Gather relevant information and, where appropriate, speak to those involved.
- Keep the person raising the concern informed at appropriate stages.
- Reach and record an outcome.
- Take corrective or remedial action where appropriate.
- Confirm when the matter is considered closed.

6. Timescales and communication

C4i will acknowledge concerns promptly and aim to progress them without unnecessary delay.

Because the nature and complexity of concerns can vary considerably, C4i does not apply a fixed resolution period. The person raising the concern will instead be given

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appropriate updates on progress, likely next steps and, where possible, expected timescales.

7. Independence and conflicts

Where a concern relates to one director, the other director will normally take responsibility for handling it.

Where a concern relates to both directors, or where neither director can reasonably act impartially, C4i will appoint a suitably independent external adviser to review or investigate the matter.

The adviser selected will depend on the nature of the concern and may, for example, be a solicitor, HR adviser, accountant, governance adviser or other suitably qualified professional.

8. Record keeping and review

C4i will maintain a proportionate record of grievances and complaints received, including the nature of the concern, actions taken and outcome.

Material issues and any recurring themes will be reviewed as part of C4i's periodic Impact & Stakeholder Governance Review so that lessons can be incorporated into the company's policies, practices and decision-making.

9. Approval and review

This procedure is approved by the directors of Consult4impact Ltd and will be reviewed annually and updated where necessary. A copy will be available on the company website and version history stored in C4i's SharePoint site.

Document	Stakeholder Grievance & Complaints Procedure
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