

AG THAMES

CHINGFORD



BDF

Grievance Procedure for stakeholders

Should you have any grievance relating to the Company, you should, in the first instance make every endeavour to settle the grievance by raising it verbally with your contact at the site who will then organise to investigate your grievance. If the matter is not resolved, or if you feel it is inappropriate to raise the matter informally, you should use the formal stakeholder grievance procedure below.

Formal Stakeholder Grievance procedure:

To start the formal grievance procedure you must prepare a written statement of your grievance or complaint. Your statement should set out your grievance and the basis for it.

The written statement should usually be given to your contact at the site.

If the grievance is against your contact at the site then you should raise it with your contacts lime manager to deal with it.

The individual dealing with the stakeholder grievance will make all the necessary investigations and will if required, hold a meeting with you to discuss the grievance and allow you to explain your case.

When a final decision has been reached, you will be advised.

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