skentel Clever Connectivity for Sustainable Futures

STAKEHOLDER GRIEVANCE POLICY

1. Purpose

This Grievance Policy outlines how our company receives, investigates, and resolves grievances from stakeholders, including employees, customers, suppliers, community members, and other affected parties. We are committed to addressing concerns in a fair, transparent, and timely manner while protecting those who raise grievances from retaliation.

2. Scope and Grounds for Accepting Grievances

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

- Business practices or decisions that negatively impact stakeholders
- Environmental or social impacts of our operations
- Employment conditions, workplace safety, or discrimination
- Product or service quality concerns
- Supply chain practices
- Community relations and impacts
- Ethical concerns or violations of company policies

Grievances will not be accepted if they:

- Are unrelated to the company's operations or stakeholder relationships
- Are frivolous, vexatious, or made in bad faith
- Fall under separate procedures (e.g., formal disciplinary or dismissal matters for employees, which follow our internal procedures)

If a grievance is not accepted, the complainant will be notified in writing within 5 working days with a clear explanation of why it does not meet the criteria for acceptance and, where applicable, guidance on alternative channels for resolution.

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3. Grievance Process and Timelines

Our grievance process follows three stages to ensure thorough and fair resolution:

Stage 1: Initial Submission and Review

- **How to submit:** Stakeholders may submit grievances verbally, in writing via email or letter. For matters involving sensitive issues, confidential channels are available, so please get in touch first and a Manager will contact you in person.
- **Acknowledgment:** We will acknowledge receipt of the grievance within 2 working days and confirm whether it has been accepted for investigation or provide reasons for non-acceptance.
- **Initial investigation:** The relevant Manager or department head will investigate the grievance and provide a written response within 5 working days, including an explanation of the decision and next steps if the complainant remains dissatisfied.

Stage 2: Escalation and Further Review

- **Appeal process:** If the complainant is not satisfied with the Stage 1 response, they may escalate the matter in writing within 10 working days to a Senior Manager or director not previously involved.
- **Review and response:** The Senior Manager will conduct a comprehensive review, which may include meetings with the complainant and other relevant parties. A formal written response will be provided within 10 working days.

Stage 3: Final Review

- **Final appeal:** If the grievance remains unresolved, the complainant may submit a final written appeal to the Managing Director within 10 working days of the Stage 2 response.
- **Final decision:** The Managing Director will review all documentation, may conduct further investigation or meetings, and will provide a final written decision within 20 working days. This decision is final unless both parties agree to external mediation or arbitration.

Timeline extensions: All timelines may be extended by mutual agreement if additional time is needed for investigation. The complainant will be informed of any delays and provided with regular updates.

4. Facilitating Resolution

We are committed to achieving fair and sustainable resolutions. Our approach includes:

- **Direct dialogue:** We prioritise open communication and seek to resolve grievances through constructive dialogue at the earliest possible stage.
- **Impartial investigation:** All grievances are investigated objectively, with input from relevant parties and consideration of all available evidence.
- **Corrective action:** When a grievance is upheld, we implement appropriate remedies, which may include policy changes, corrective measures, compensation, or other actions to address the harm and prevent recurrence.
- **Mediation:** Where appropriate and agreed by both parties, we may engage independent mediators to facilitate resolution.
- **Documentation:** All grievances and their resolutions are documented to ensure accountability and inform continuous improvement of our practices.

5. Communication Throughout the Process

We maintain transparent communication with complainants at every stage:

- **Regular updates:** Complainants receive written confirmation at each stage of the process, including acknowledgment of receipt, investigation progress updates, and outcome notifications.
- **Clear explanations:** All decisions include detailed written explanations of the findings, reasoning, and any actions to be taken.
- **Resolution confirmation:** When a grievance is resolved, we provide written confirmation of the resolution, the actions taken, and the closure of the matter.
- **Non-acceptance notification:** If a grievance is not accepted, we explain why it does not meet our criteria and provide guidance on alternative resolution pathways where applicable.

6. Protection from Retaliation

We are committed to protecting all stakeholders who raise grievances from any form of retaliation. Our protections include:

- **Zero tolerance policy:** Retaliation against anyone who raises a grievance in good faith is strictly prohibited. This includes, but is not limited to, termination, demotion, harassment, discrimination, reduction in benefits, adverse changes to working conditions, exclusion from business opportunities, or any other adverse treatment.
- **Confidentiality:** The identity of complainants is kept confidential to the extent possible and is only shared on a need-to-know basis with those directly involved in the investigation and resolution process.
- **Anonymous reporting:** Stakeholders may submit grievances anonymously through designated channels, though this may limit our ability to investigate thoroughly or provide direct feedback.
- **Monitoring and enforcement:** We actively monitor for any signs of retaliation and take immediate corrective action if it occurs. Employees found to have retaliated against a complainant will face disciplinary action, up to and including termination.
- **Support mechanisms:** For employees, additional support such as workplace adjustments or access to employee assistance programs may be provided if needed following the filing of a grievance.
- **Reporting retaliation:** Anyone who believes they have experienced retaliation should report it immediately to the Managing Director or through our confidential reporting channels. Such reports will be investigated promptly and independently.

7. How to Submit a Grievance

Stakeholders may submit grievances through the following channels:

- Email: solutions@skentel.net
- Written correspondence: skentel GROUP Limited, Unit 13, Normandy Way, PL31 1EU
- In person: Contact our General Manager
- Telephone: 01208 811 277

8. Our Commitment

We view stakeholder grievances as valuable opportunities to improve our practices and strengthen our relationships. We are committed to treating all grievances seriously, investigating them thoroughly, and working toward fair and sustainable resolutions that uphold our values and responsibilities.

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9. Policy Review

This policy is reviewed annually and updated as necessary to reflect best practices and stakeholder feedback.

Rob Cartwright
Managing Director

Policy Date: 7th February 2026
Next Review Date: 6th February 2027