

Complaint / Grievance Form

Purpose:

This form provides a channel for employees, contractors, suppliers, and community stakeholders to raise concerns related to human rights, environmental impacts, or other issues in connection with our company's operations and supply chain. All complaints will be treated confidentially and addressed promptly.

1. Complainant Information

(You may remain anonymous if you wish, but providing contact details will help us follow up.)

Name: _____

Job title/role (if applicable): _____

Company/Organization (if external): _____

Contact details (phone/email): _____

Relationship to company:

Employee

Contractor

Supplier representative

Community member

Other: _____

2. Type of Complaint (tick all that apply)

- Human Rights Issues (e.g., discrimination, harassment, child/forced labor, health and safety, working conditions, freedom of association, fair wages)
- Environmental Issues (e.g., pollution, waste management, resource use, biodiversity impacts, climate impact)
- General Complaints (e.g., ethical concerns, corruption, contractual issues, other operational matters)

3. Description of Complaint

Please describe the issue in detail, including:

- What happened?

- When and where did it occur?
- Who was involved?
- Any evidence or supporting documents (attach if possible).

Description:

4. Impact

Who or what has been affected? (tick all that apply)

Employees / Workers

Local communities

The environment (air, water, land, biodiversity)

Business partners or suppliers

Other: _____

5. Desired Resolution

What outcome would you consider fair and appropriate?

6. Confidentiality

Do you want your identity to remain confidential?

Yes

No

7. Acknowledgement (for internal use)

Complaint received by: _____

Date: _____

Case reference number: _____

Next Steps:

- All complaints will be logged and investigated promptly.
- The complainant will be informed of progress (unless anonymous).
- Remedies will be determined in consultation with affected parties.