



# GRIEVANCE PROCEDURE

Effective Date: 30/04/2025

Review Cycle: Annually or as needed

## PURPOSE

As a Certified B Corporation, we are committed to operating ethically, transparently, and responsibly. This Public Grievance Procedure provides a structured process for individuals or communities affected by our operations to raise concerns or complaints and receive a timely, respectful, and fair resolution. We also have an Internal Grievance Procedure for employees which should be followed.

## SCOPE

This procedure is open to all external and internal stakeholders, including but not limited to:

- Community members
- Suppliers and vendors
- Customers and clients
- Advocacy groups and NGOs

## GUIDING PRINCIPLES

Transparency: The process and outcomes will be communicated clearly.

Accessibility: The grievance mechanism is publicly available and easy to use.

Confidentiality: Personal information will be kept confidential unless disclosure is required by law.

Non-retaliation: No party shall suffer retaliation for raising a grievance in good faith.

Timeliness: Complaints will be acknowledged within 5 business days and resolved promptly.

Continuous Improvement: We will use grievance data to inform our practices and improve operations.

## GRIEVANCE SUBMISSION CHANNELS

Stakeholders may submit grievances through any of the following channels:

Email: <mailto:Mark.Hall@beckettinvest.com>

Postal Mail: Dettingen House, Dettingen Way, Bury St Edmunds, Suffolk, IP33 3TU. Attn: Mark Hall

Phone (for urgent concerns): 01284 754500

Grievances may be submitted anonymously; however, providing contact information allows for better follow-up and resolution.

The company responds to stakeholder grievances by either (i) Regularly communicating each step and its outcome in the process for seeking a resolution to the grievance and confirming when a resolution to addressing the grievance has been achieved OR (ii) Providing a rationale as to why the issue raised was not accepted as a grievance.

## GRIEVANCE HANDLING PROCEDURE

### 1. ACKNOWLEDGMENT:

Within 5 business days, an acknowledgment will be sent to the complainant confirming receipt along with information about the grievance process, which will include grounds for accepting a grievance and how a resolution will be facilitated.

### 2. ASSESSMENT:

The grievance will be reviewed by the Compliance Officer or designated team. If more information is required, the complainant may be contacted.

### 3. INVESTIGATION:

A fair and impartial investigation will be conducted within 15 business days. Complex issues may require more time, in which case the complainant will be notified of the continued process in seeking a resolution.

### 4. RESOLUTION & RESPONSE:

A response will be provided within 30 business days, including:

- Findings of the investigation
- Actions taken or to be taken
- Preventive measures (if applicable)
- Providing a rationale if the issue raised was not accepted as a grievance.

### 5. APPEAL PROCESS:

If the complainant is unsatisfied, they may appeal the decision by contacting the Director within 10 business days of receiving the outcome.

### 6. RECORD KEEPING:

All grievances and outcomes will be documented and retained for at least five years for audit and review purposes.

## REPORTING & TRANSPARENCY

BIMG will publish an annual summary of grievances received, resolutions, and trends (without disclosing personal or confidential information) in our B Impact Report or Sustainability Report.