

Policies	POL 06	 
GRIEVANCE & COMPLAINTS INDIVIDUAL EMPLOYEE POLICY		

PURPOSE

The Consolidated Group of Companies is committed to ensuring that all employees, contractors, suppliers and members of the public are treated fairly, respectfully and without discrimination. This policy provides a clear and accessible process for raising, managing and resolving grievances and complaints. It ensures that concerns can be raised in good faith without fear of reprisal, and that all matters are handled promptly, confidentially and fairly.

OBJECTIVES

The Consolidated Group will:

- Ensure that complaints or concerns can be raised with any manager or supervisor
- Advise workers that complaints do not need to be made in writing to be valid
- Ensure all complaints are managed fairly, impartially and in good faith, with no victimisation or adverse action taken against any person for raising a concern
- Treat all complaints confidentially, subject to the need to investigate and resolve the matter
- Encourage informal resolution where appropriate, to allow parties to resolve issues constructively and continue working effectively
- Ensure that where a complaint cannot be resolved informally, or where the issue is serious or recurring, it is escalated to the Supervisor
- Ensure the views of all parties are heard, and that those involved are advised of the outcome, generally within seven (7) working days, where practicable
- Provide for escalation to the Managing Director where the outcome is not acceptable to the parties involved
- Encourage employees and suppliers to report genuine concerns that they reasonably believe involve a breach of company policy, procedure or law, including but not limited to:
 - Illegal conduct such as theft, fraud or misappropriation
 - Serious mismanagement of funds, resources or abuse of authority
 - Conduct that poses a serious risk to the health, safety or wellbeing of employees, contractors, suppliers or the public

RESPONSIBILITIES

Management

- Ensure this policy is implemented and complied with across all operations
- Exercise due diligence in managing grievances and complaints fairly and lawfully
- Ensure appropriate resources are available to investigate and resolve complaints

Supervisors

- Follow approved grievance and complaint handling procedures
- Escalate matters appropriately where they cannot be resolved at a local level

Employees, Contractors and Suppliers

- Comply with company policies and procedures
- Raise concerns honestly and in good faith
- Cooperate with investigations where required

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RELATED PROCEDURES

This policy is supported by procedures contained within:

- **Integrated Business Management System (M2)**
- **Employee Handbook / HR Manual (M1)**

These documents provide further guidance on complaint handling, investigations, confidentiality and record keeping.

COMMITMENT

This policy applies to all companies within the Consolidated Group and extends to all management, employees, contractors, subcontractors and suppliers engaged in our operations.

The Consolidated Group is committed to maintaining a workplace culture built on fairness, respect, accountability and trust, where concerns can be raised safely and resolved appropriately.

Approved



Theo Tsorvas

Director

Date 13.12.2025