



GRIEVANCE PROCEDURE

1. Purpose and Commitment

Index Professional is committed to maintaining ethical, respectful, and transparent relationships with all stakeholders. This Grievance Procedure provides a clear, accessible, and fair mechanism for stakeholders to raise concerns or complaints relating to our conduct, decisions, or business activities. We will manage all grievances promptly, impartially, and in line with applicable legal requirements and recognised best practice.

2. Accessibility of the Grievance Mechanism

Stakeholders may raise a grievance through any of the following channels:

- Completion of the Contact Us Form available on our website: www.ip-surveyors.com
- Email submission to: ben.devonport@ip-surveyors.com
- Confidential reporting via Ben Devonport: 07403 111 342

All routes are equally valid and monitored regularly.

3. Scope

This procedure applies to all stakeholders, including employees, contractors, consultants, suppliers, partners, clients, community members, and any other party affected by Index Professional's activities.

4. Grounds for Accepting a Grievance

A concern will be accepted as a grievance where it:

- Relates directly to Index Professional's operations, conduct, decisions, or business relationships; and
- Raises an issue of actual or potential harm, unfair treatment, misconduct, unethical behaviour, or failure to meet stated commitments; and
- Is raised in good faith by an identified or identifiable stakeholder

Grievances may relate to, but are not limited to:

- Employment or engagement conditions
- Health, safety, or wellbeing concerns
- Bullying, harassment, discrimination, or intimidation
- Ethical, legal, or compliance concerns
- Organisational practices, decision-making, or business impacts

5. Grounds for Not Accepting a Grievance

Where a concern does not meet the above criteria (for example, where it is outside our control, lacks sufficient information, or relates to a matter already resolved), Index Professional will:

- Explain clearly why the issue has not been accepted as a grievance; and

- Where appropriate, signpost the stakeholder to an alternative process or escalation route

This explanation will be provided in writing.

6. Governance

The Human Resources function, or a suitably independent senior representative appointed by the company, is responsible for managing grievances under this policy. Where a grievance involves HR or relates to non-employment matters, an alternative impartial lead will be appointed to ensure independence and fairness.

7. Grievance Process, Timelines, and Resolution

Step 1: Submission and Acknowledgement

Grievances should be submitted in writing and include sufficient detail to allow investigation (nature of concern, relevant dates, evidence where available).

Index Professional will acknowledge receipt within 5 working days and confirm whether the issue has been accepted as a grievance.

Step 2: Investigation and Facilitation of Resolution

An initial grievance meeting or discussion will usually be offered within 5 working days of acceptance.

The purpose of this stage is to:

- Understand the concern in full
- Review relevant information or evidence
- Explore proportionate and appropriate resolution options

Stakeholders may be accompanied by a representative or supporter where appropriate.

Where required, further investigation will be undertaken, and the stakeholder will be kept informed of progress.

Step 3: Outcome and Ongoing Communication

A written outcome will normally be provided within 10 working days of the conclusion of the investigation.

The outcome will:

- Explain the decision reached and the rationale
- Set out any actions or remedies agreed
- Confirm whether the grievance is considered resolved

Index Professional will regularly communicate progress at each stage and confirm formally when the grievance has been closed.

Step 4: Appeal

Stakeholders may appeal the outcome within 5 working days, stating their grounds for appeal. Appeals will be reviewed by a director or senior representative not previously involved. A final written decision will normally be issued within 5 working days of the appeal review. This decision is final.

8. Protection from Retaliation

Index Professional strictly prohibits any form of retaliation, victimisation, or disadvantage against stakeholders who raise concerns in good faith.

Controls and safeguards include:

- Confidential handling of grievances
- Limited access to grievance information on a need-to-know basis
- Monitoring for adverse treatment following grievance submission
- Prompt investigation of any allegations of retaliation
- Disciplinary action where retaliation is identified

Any stakeholder who believes they have suffered retaliation is encouraged to raise this immediately and it will be treated as a serious matter.

9. Confidentiality and Data Protection

All grievances will be handled sensitively and confidentially, subject to legal and investigatory requirements. Records will be stored securely and retained only for as long as necessary in line with applicable data protection laws.

10. Policy Review

This procedure will be reviewed annually to ensure it remains effective, accessible, and compliant with relevant laws and best practice. Anonymised data will be used to compile an annual report to identify trends and patterns to improve policies and practices.

Approved on behalf of the Board of Directors by:

Ben Devonport and Aaron Ganley

Date:

1st September 2026