

MP&Co

Grievance Procedure
(2026/2027)

Credentials

Owner: Impact Lead, Lucy Nugent

Approved by: Managing Director, Mike Pye

Effective Date: 11/02/2026

Review Cycle: Annual (or upon material organisational change)

Modules

- | | | | |
|----|--------------------------------|----|-------------------------------|
| 01 | Purpose | 09 | Communication & Accessibility |
| 02 | Scope | 10 | Review & Governance |
| 03 | Guiding Principles | | |
| 04 | How to Raise a Grievance | | |
| 05 | Grievance Process | | |
| 06 | Confidentiality | | |
| 07 | Protection Against Retaliation | | |
| 08 | Recordkeeping & Monitoring | | |

1) Purpose

MP&Co is committed to maintaining a workplace and business ecosystem built on integrity, accountability, fairness, and respect.

This Grievance Procedure establishes a formal, confidential, and non-retaliatory mechanism for:

- Employees
- Freelancers
- Clients
- Suppliers
- Any other relevant third parties

To raise concerns relating to conduct, ethics, working conditions, human rights, environmental practices, or other matters aligned with our internal commitments.

2) Scope

This policy applies to all individuals and organisations connected with MP&Co, including:

- Employees
- Freelancers and consultants
- Associates and advisors
- Clients and prospective clients
- Suppliers, partners, and service providers
- Event attendees, collaborators, and community stakeholders
- It applies to all work-related activities, including:
 - Day-to-day work interactions (remote, in-office, and hybrid)
 - Meetings, workshops, and events (in-person or virtual)
 - Emails, messaging platforms, social media, and other digital communications
 - Business travel and social events connected to work

3) Guiding Principles

MP&Co's grievance process is built on the following principles:

- Accessibility – The mechanism is easy to access and clearly communicated.
 - Confidentiality – Information will be handled discreetly.
 - Non-Retaliation – Retaliation against anyone raising a concern in good faith is strictly prohibited.
 - Impartiality – Grievances will be assessed fairly and without bias.
 - Timeliness – Concerns will be acknowledged and reviewed promptly.
 - Transparency – Complainants will be informed of progress and outcomes where appropriate.
 - Continuous Improvement – Learnings will inform improvements to policy and practice.
-

4) How to Raise a Grievance

Grievances may be submitted through any of the following channels:

4.1 Internal (Employees & Freelancers)

- Via email to: daniella@mpand.co
- OR in her absence, via email to: mike@mpand.co

4.2 External (Clients, Suppliers, Community)

- Via email to: daniella@mpand.co
 - OR in her absence, via email to: mike@mpand.co
 - In writing to MP&Co's registered office
-

5) Grievance Process

Step 1: Acknowledgement (Within 5 Working Days)

- The complainant receives confirmation that the grievance has been received.
- Information on next steps and expected timelines is provided.

Step 2: Initial Assessment (Within 10 Working Days)

Determine:

- Nature and severity of concern
- Whether immediate action is required
- Who should lead the review (ensuring independence where possible)
- If a conflict of interest exists, the grievance will be escalated to an alternative senior leader or independent advisor.

Step 3: Investigation

May include:

- Interviews with relevant parties
- Review of documentation
- External consultation (if required)
- Legal advice (if necessary)
- All parties will be treated respectfully and given the opportunity to respond

Step 4: Outcome & Resolution

Possible outcomes include:

- Informal resolution
- Mediation
- Policy clarification
- Disciplinary action
- Contract termination
- Escalation to external authorities (if legally required)
- Systemic changes or policy updates
- The complainant will be informed of the outcome where appropriate and legally permissible

Step 5: Appeal

- If the complainant is dissatisfied with the outcome, they may request a review within 10 working days
- The review will be conducted by a different decision-maker where feasible

6) Confidentiality

- All grievances will be handled confidentially*
 - Information will be shared only on a need-to-know basis
 - Records will be securely stored in accordance with data protection laws
 - *Absolute confidentiality cannot be guaranteed where legal obligations require disclosure
-

7) Protection Against Retaliation

MP&Co strictly prohibits retaliation against any individual who:

- Raises a grievance in good faith
 - Participates in an investigation
 - Refuses to participate in misconduct
-

8) Recordkeeping & Monitoring

MP&Co will:

- Maintain a confidential grievance log
 - Track themes and trends
 - Review grievance data annually
 - Report material issues to senior leadership
 - Incorporate learnings into policy and training
-

9) Communication & Accessibility

This Grievance Procedure will be:

- Included in onboarding materials
- Published on MP&Co's website (external-facing version)
- Shared with employees and freelancers

10) Review and Governance

This procedure will be reviewed annually or:

- Upon major organisational change
- Following significant grievance trends
- In preparation for B Corp recertification
- The Managing Director retains ultimate accountability for oversight