Stakeholder Grievance Policy and Procedure
Positive Experience Ltd is committed to conducting our business responsibly and to consider the impacts of our activities on our people, clients, suppliers, communities and the environment.

If you have ever experienced a negative impact from our business operations and activities, please do raise a concern with us. We value an open dialogue and the opportunity to improve our business.

Who can raise a grievance?
Anyone who believes they have experienced or are experiencing a negative impact in connection to Positive Experience's activities, operations, services, people or business relationships. This may include:

- Employees and freelancers
- Contractors and other members of our extended workforce
- Clients
- Suppliers and service providers
- Local communities
- Members of the public
- Other stakeholders with a legitimate concern relating to our activities or impacts.

A stakeholder may request that their identity remains confidential where they reasonably believe that disclosure could result in retaliation or other adverse consequences.

Raising a formal grievance
To raise a grievance, please email hello@positiveexperience.co.uk. Please include in your submission as much detail as possible including the nature of the concern, any relevant dates, the actual or potential impact experienced, and any supporting information.

For internal employees, please refer to the Internal Grievance Procedure within the employee handbook.

We will acknowledge receipt of your grievance within 5 working days. We will review the information submitted and we may request further details to investigate the matter fairly.

Grounds for accepting a grievance
Positive Experience will accept and assess a grievance where it relates to an actual or potential negative impact connected to our business activities, operations, people, services or business relationships. This may include grievances related to topics such as:

- discrimination, harassment, bullying or inappropriate behaviour
- human rights
- health, safety or wellbeing
- environmental impacts
- ethical or responsible business practices
- treatment of suppliers, contractors or business partners
- impacts on local communities
- misleading or inaccurate sustainability, social or environmental claims
- breaches of our policies or commitments.

Resolution process
Our resolution process is as follows:

1. **Complete an initial assessment.** This assessment will determine whether the grievance meets the grounds for acceptance, whether immediate action is required to prevent or reduce harm, whether further information is required, who should investigate the matter, and whether another process or external organisation is more appropriate. We aim to complete an initial assessment within 10 working days of receiving the grievance.
2. **Investigate the grievance.** The investigation may involve reviewing relevant documentation, speaking with the person raising the grievance, contacting other relevant individuals, reviewing policies, procedures or business practices, seeking specialist advice, and/or engaging an independent third party where appropriate. We aim to complete the investigation and reach an outcome within 30 working days of acceptance.
3. **Take corrective action where needed**. Once the investigation is complete, we will determine what action is appropriate to address the grievance and any negative impact identified. The resolution approach will be proportionate to the nature and seriousness of the grievance and may include corrective, preventative or remedial action.

4. **Close the case**. We will confirm the outcome to the person who raised the grievance within 20 working days of the investigation where possible. Once the agreed process has been completed, we will confirm with the person who raised the grievance that the grievance has been closed, where their contact details are available and confidentiality permits.

Positive Experience will maintain regular communication with the person who raised the grievance throughout the resolution process, where contact details have been provided.

The New Business and Sustainability Manager is responsible for managing grievances, updating the Grievances Register and coordinating the resolution process. For any serious concerns potentially relating to human rights violations, worker safety, or supplier conduct, these are escalated immediately to the Founder.

Accessibility
We aim to make this grievance mechanism accessible to all stakeholders. If someone requires a reasonable adjustment or alternative communication method to raise or participate in a grievance, they should contact us at hello@positiveexperience.co.uk. We will seek to accommodate reasonable requests wherever practicable. We will consider alternative formats, communication methods and additional support where required.

Confidentiality and protection from retaliation
Positive Experience is committed to protecting stakeholders who raise grievances from retaliation, victimisation, intimidation or adverse treatment. All grievances are handled confidentially with access to information restricted to those directly involved in managing, investigating or resolving the case.

We will assess potential risks to the person raising the grievance and any other affected or vulnerable stakeholders. Where appropriate, we may seek advice or assistance from an independent third party to assess and manage these risks. We obtain consent of the grievance raiser before sharing their identity or information with additional parties beyond those identified at the outset, unless disclosure is required by law or is necessary to prevent an immediate and serious risk of harm.

Anyone raising a grievance in good faith will not face adverse treatment or negative consequences for doing so. This protection applies to all stakeholders, including employees, workers, freelancers, suppliers, contractors, clients, partners and members of the public.

Mediation
It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

Right of appeal
If you are not satisfied with the decision given you have the opportunity to appeal. This should be sent in writing to hello@positiveexperience.co.uk setting out the grounds for your appeal within 10 working days of receiving the grievance decision. A meeting will be arranged to hear your appeal. The decision at this stage will be final and will be confirmed in writing.

Policy and procedure review
This policy and procedure will be reviewed annually by the New Business and Sustainability Manager.