



DALCOUR
MACLAREN

Grievance, Complaints and Whistleblowing Policy

External Stakeholders

Policy Owner: Managing Director

Policy Number: P71 | Version Number: 1.1

Purpose

This policy explains how external stakeholders- such as clients, suppliers, collaborators, and members of the public can raise grievances with our performance, or complaints about our service and how whistleblowers are protected.

Grievances and whistle blowing procedures for use by employees are available separately.

External Grievance Process

We welcome feedback and take concerns seriously. Grievances may relate to:

- Service quality or contractual issues
- Professional standards
- Health and safety
- Ethical or environmental concerns

Examples include:

- Ethical misconduct (fraud, corruption, bribery)
- Environmental breaches or unsustainable practices
- Human rights violations
- Unsafe or illegal workplace behaviour
- Breaches of codes of conduct

This process is not appropriate for all cases. Issues unrelated to our conduct or internal HR matters cannot be addressed through this process.

How to Raise a Grievance

Submit your concern in writing to the Managing Director by email at info@dalcourmaclaren.com or by post to **The Barn, Bignell Park Barns, Chesterton, Bicester OX26 1TD.**

What Happens Next

We aim to handle all grievances promptly and fairly. Here's what you can expect:

Stage	Timeline	Details
Acknowledgement	Within 3 working days	We'll confirm receipt of your grievance
Initial Review	Within 5 working days	We'll assess the issue, assign a director and record it in our Action Report Register
Investigation	Within 30 calendar days	We will conduct a thorough and impartial review, with updates provided every ten business days
Resolution	Dependent on complexity	We will provide a written outcome with a clear explanation of our decision

Appeals

If you're not satisfied with the outcome, you may request an appeal with an independent Director or external mediator.

Confidentiality

All grievances are treated confidentially. Information is shared only on a need-to-know basis. We will never retaliate against anyone raising a concern in good faith - retaliation is considered serious misconduct.

Complaints

As a regulated firm, we operate a clear policy on complaints in accordance with our regulatory bodies.

- The Managing Director is the initial point of contact for any complaint in the first instance. The Managing Director may nominate an individual to investigate the complaint.
- Complaints must be sent in writing to the company's head office or by email. Where a complaint is made orally, the complainant will be asked to send a summary in writing for our records:
 - Dalcour Maclaren, The Barn, Bignell Park Barns, Chesterton, Bicester OX26 1TD
 - info@dalcourmaclaren.com
- The nominated individual will contact the complainant in writing or by email within seven days of receipt to acknowledge the complaint, and to state the company's understanding of the circumstances leading up to the complaint. The complainant will be invited to respond.
- Within 28 days of receiving the complaint, the nominated individual will respond to the complainant to inform them of the outcome of the investigation and advise what action has been or will be taken.
- If the complainant is dissatisfied with any aspect of the company's handling of the complaint, they may take their complaint to an independent redress provider, details of which can be provided on request.

Whistleblower Protection

We hold ourselves to the highest standards of integrity and accountability. This policy provides a safe and confidential way for external stakeholders to report malpractice or wrongdoing.

Scope

This applies to all external stakeholders and covers concerns such as:

- Criminal offences or fraud
- Breaches of legal or regulatory obligations
- Health and safety risks
- Environmental damage
- Professional misconduct
- Attempts to conceal wrongdoing

Our Commitment

- Protect whistleblowers from retaliation
- Maintain confidentiality
- Seek consent before involving others
- Follow a fair and transparent process

How to Raise a Concern

Concerns can be raised internally with our Chief of Staff, or externally with an independent body (e.g., ACAS).

Investigation & Outcomes

Concerns will be assessed promptly and impartially. If wrongdoing is confirmed, corrective action will be taken.

Consequences for Retaliation

- Employees: Disciplinary action, up to dismissal
- Suppliers/Clients: Contract termination
- Directors: Suspension or termination

Data Protection

All information will be handled in line with UK data protection law.

Monitoring & Review

Grievances, complaints and whistleblower reports are logged confidentially and reviewed regularly. This policy is reviewed annually to ensure compliance with best practice and B Corp standards.

Contact

Dalcour Maclaren HQ
T 0333 188 5310
E info@dalcourmaclaren.com

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