



**DALCOUR
MACLAREN**

Grievance and Whistleblowing Policy

For non-contractual parties

Policy Owner: Managing Director

Policy Number: P71b | Version Number: 2.0

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Purpose

This policy explains how members of the public who come into contact with Dalcour Maclaren as a result of client's work, can raise concerns about the conduct of Dalcour Maclaren or its employees.

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

Grievance and Whistleblowing

Dalcour Maclaren acts as an agent to support our clients' projects and proposals. Should a member of the public wish to object to a project or proposal, they are requested to direct their objection to the party within Dalcour Maclaren managing the work or directly to the client responsible for that project.

If your grievance relates to the conduct of Dalcour Maclaren, please follow the below steps.

- The Managing Director is the initial point of contact for any complaint in the first instance. The Managing Director will nominate a suitable senior member of Dalcour Maclaren 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 must send a summary in writing for our records to:
 - 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.
- Complainants should be aware that disputes with regard to compensation on client projects have statutory processes for escalation which would be the ultimate recourse following all reasonable efforts being made to resolve complaints.

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

Complaints and whistleblower reports are logged confidentially and reviewed regularly. This policy is reviewed annually to ensure compliance with best practice.

Contact

Dalcour McLaren HQ
T 0333 188 5310
E info@dalcourmclaren.com

The Barn, Bignell Park Barns
Chesterton, Bicester
Oxfordshire OX26 1TD

