

01 JAN 2023

## Red Castle Grievance Procedure

### Purpose:

This procedure ensures that grievances and complaints from employees, subcontractors, partners, stakeholders, and community members are addressed with fairness, transparency, and efficiency. Red Castle maintains a respectful and ethical work environment where concerns are promptly addressed.

### Procedure:

#### 1. Filing a Complaint:

- Individuals can file a complaint by emailing [complaints@redcastle.ly](mailto:complaints@redcastle.ly). The complaint should detail the issue, including relevant dates, locations, and desired outcomes. Attach any supporting evidence if available.

#### 2. Acknowledgement and Timeline:

- Each complaint will be acknowledged within five working days, providing a reference number and an estimated timeline for review.

#### 3. Investigation:

- An independent committee will assess and investigate each complaint, which may involve interviews and document reviews.

#### 4. Confidentiality and Non-Reprisal:

- The complainant's confidentiality and the complaint's details will be strictly maintained. Red Castle guarantees no retaliation against anyone who files a complaint.

#### 5. Resolution and Communication:

- Though complex cases may take longer, we aim to resolve complaints within 30 days. Both the complainant and relevant parties will be informed of the outcome.

#### 6. Appeals:

- Dissatisfied complainants can appeal within 15 days of the resolution. A separate panel will review and make a final decision on the appeal.

#### 7. Record-Keeping and Reporting:

- All complaints and resolutions are recorded for transparency and process improvement. Regular reports will be reviewed by management.

#### 8. Managing Director's Open-Door Policy:

- As the Managing Director, I, Alex Breingan, maintain an open-door policy. Employees are encouraged to approach me directly with any concerns at [alex@redcastle.ly](mailto:alex@redcastle.ly). This policy is in place to ensure direct access to leadership and to foster an environment of open communication.

#### 9. Training and Awareness:

- Regular training on this procedure will be provided to ensure understanding and adherence. Awareness of this procedure will be actively promoted within Red Castle.

Commitment:

Under my leadership, Red Castle is dedicated to upholding the highest standards of integrity and respect in handling all grievances. We believe in the value of every team member and stakeholder and are committed to continuous improvement in our grievance-handling processes.

Yours Faithfully,



Alex Breingan  
Managing Director, Red Castle

