**STAKEHOLDER COMPLAINTS PROCEDURE**

The purpose of this procedure is to define the process for handling grievances or complaints directed against Modulus; including complaints by our suppliers, customers (both direct and indirect) and our local community. Our commitment is to encourage an open and communicative atmosphere in which any idea, suggestion, problem, complaint, question or grievance can be delt with in an open, non-retaliatory and non-confrontational manner.

As part of our commitment to transparency and business ethics Modulus pledges to review and respond to complaints from current and prospective stakeholders in a timely manner.

**Modulus’s complaints procedure is**

* Confidential (only those making or involved in the investigation of the complaint will have access to the relevant information).
* Unbiased (all relevant information from those involved will be collected and considered).
* Without victimisation (no action will be taken against any supplier / contractor / stakeholder for initiating an action under this procedure.
* Supportive (any participant is advised that they can have a support person / representative in attendance).

Any stakeholder (including a supplier or potential supplier) should send a detailed description of the complaint to: -

Modulus Management Consultancy Ltd

188, Washway Road

Sale

Cheshire

M33 6RN

A director will review the written complaint and will and respond within 30 working days of receipt of the complaint.

All efforts are made to resolve the complaint in an informal and amicable manner before adopting the formal process which is: -

* Review the complaint (determine whether it has merit and notify the complainant).
* Plan investigation (inform the complainant and seek additional information).
* Investigation process (collect additional information and assess investigation based on objective evidence).
* Develop resolution (agree on investigation findings with complainant and a time bounded action plan).
* Monitoring (ongoing review of action plan).

Modulus ensures that all personnel involved in a complaint investigation do not have any conflicts of interest. If a complainant continues to have concerns, Modulus will agree for the matter to be referred to an appropriate unbiased third party for resolution.