

Emergent Design Ltd
EXTERNAL GRIEVANCE POLICY

1. Introduction

Emergent design Ltd. external grievance policy is designed to ensure a channel for external stakeholders to raise a complaint.

Complaints may include the following (please note this list is not exhaustive)

- Human rights
- Corruption
- Environment
- Supply chain issues
- Marketing

We are committed to ensuring high ethical and moral standards throughout our business operations.

2. Raising a Grievance

As an external stakeholder, if you would like to raise a complaint please contact us on.

info@emergent-design.co.uk

Subject: "Grievance"

3. Investigating and Closing a Grievance

Where we identify a risk that we may cause an adverse impact, we seek to reduce the risk.

Where we identify that we have caused or contributed to an adverse impact, we take the necessary steps to remedy the impact.

All complaints will be dealt with in a timely manner, in confidence and we shall follow the legal guidance set out in the General Data Protection Regulations (2018).