

Raising a concern, complaint or grievance

If something about our work concerns you, we want to hear it. Anyone affected can raise it with us — confidentially, in their own language, and without fear of being penalised for speaking up.

PURPOSE

We take this seriously

You can raise anything relating to our conduct, or the conduct of our personnel or subcontractors — including concerns about human rights, safety, professional behaviour, ethics, or the way our services are delivered.

WHO IT'S FOR

Who can raise a concern

- ◆ Our employees and the staff of our subcontractors
- ◆ Our clients and the people they work with
- ◆ Members of the public, and communities in the areas where we work
- ◆ Anyone else affected by what we do

You can ask someone to raise a concern for you, and you can do so without giving your name.

HOW TO RAISE IT

How to reach us

EMAIL

office@epmgpartners.com

TELEPHONE

+44 20 7126 8382

Tap to call. You can also message us on this number.

You can raise a concern in English or Polish.

WHAT HAPPENS

What happens next

We will confirm we have received your concern within five working days, where you have given us a way to reply. We will look into it fairly and impartially, keep what you tell us confidential, and let you know the outcome so far as we are able. If something has gone wrong and we are responsible, we will put it right.

YOUR PROTECTION

You are safe to speak up



No retaliation

No one who raises a concern in good faith, or who helps us look into one, will be penalised or treated unfairly for it.



Confidential, anonymous if you prefer

We handle what you tell us in confidence, and you do not have to give your name.

IF YOU'RE OFFLINE

If you cannot reach us online

You can still raise a concern. Information about how to contact us, including printed notices, is available at the locations where we work and through our clients and partners. Ask any EPM representative for it.

