

PRACTICE POLICY FOR

# GRIEVANCE AND COMPLAINTS

PREPARED BY



## Document Control

### Version Notes:

001	First Version
002	Updated to include full grievance process and timeframes

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# Grievance and Complaints

TPM Studio is committed to operating responsibly, transparently, and with due regard to the social and environmental impacts of its activities. We recognise that our work may affect employees, clients, collaborators, suppliers, local communities, and other stakeholders, and we acknowledge our responsibility to listen and respond where concerns arise. We are therefore committed to providing a clear, accessible, and transparent mechanism through which concerns can be raised and considered appropriately.

The aim of this policy is to ensure that grievances and complaints relating to the Practice's operations, professional conduct, or social and environmental impacts are identified at the earliest opportunity, assessed objectively, and addressed in a timely and proportionate manner. TPM Studio is committed to handling all complaints professionally, impartially, and respectfully, with due consideration to the nature and seriousness of the issue raised.

The organisation, in providing its services, is committed to maintaining high standards of accountability, ethical practice, and continuous improvement. We seek to ensure that stakeholders can raise concerns safely, in confidence, and without fear of retaliation, and that appropriate action is taken where issues are identified.

## Our Policy's Purpose

1. Provide a clear and accessible process for raising grievances or complaints.
2. Ensure that concerns relating to social, environmental, ethical, or professional impacts are handled fairly and consistently.
3. Promote transparency and accountability in how the Practice responds to concerns.
4. Support continual improvement by identifying and addressing issues raised by stakeholders.

## Who May Raise a Grievance

This policy applies to:

- Employees and interns
- Freelancers and consultants
- Clients and project partners
- Suppliers and sub consultants
- Members of the public or other stakeholders affected by TPM Studio's activities

## What May Be Raised

Grievances or complaints may include, but are not limited to:

- Ethical or professional conduct concerns
- Human rights or labour related concerns
- Environmental impacts associated with projects or operations
- Health and safety issues
- Discrimination, harassment, or unfair treatment
- Concerns relating to projects in sensitive or controversial sectors

Concerns should be raised in good faith and with reasonable belief that the matter warrants review.

## How to Raise a Grievance or Complaint

Grievances or complaints may be submitted confidentially via:

Email: [governance@tpm-studio.co.uk](mailto:governance@tpm-studio.co.uk)

This grievance channel is publicly accessible via TPM Studio's website and is available to both internal and external stakeholders.

Where possible, submissions should include:

- A clear description of the issue
- Relevant dates, locations, or project references
- The parties involved, where known
- Any supporting information available

Anonymous submissions will be accepted, although this may limit the ability to investigate fully.

## Grievance Process and Timeframes

Upon receipt of a grievance or complaint, TPM Studio will follow the process set out below.

### Acknowledgement

- Receipt of the grievance will be acknowledged in writing within 3 working days of submission.
- Confirmation will normally be issued via email.

### Initial Assessment

- An initial review will be undertaken within 7 working days of acknowledgement.
- The purpose of this stage is to determine whether the matter falls within the scope of this policy.

If the matter is not accepted as a grievance:

- The individual will be informed in writing within the same 7 working day period.
- A clear rationale will be provided.
- Where appropriate, the individual may be directed to an alternative process.

### Investigation

- Where the matter is accepted as a grievance, an investigation will commence promptly.
- The investigation will normally be completed within 30 working days.
- If additional time is required due to complexity, the individual will be informed in writing with an updated timeframe.
- Where reasonably practicable, the investigation will be undertaken by a Director not directly involved in the matter.

### Outcome

- A written outcome will be issued within 5 working days of the investigation being concluded.
- The outcome will include:
  - A summary of findings
  - Any corrective or remedial action identified
  - Any changes to procedures or governance where appropriate

## Appeal

- If dissatisfied with the outcome, the individual may submit a written appeal within 10 working days of receiving the decision.
- The appeal will be reviewed by a Director not previously involved in the matter.
- A final written response will be issued within 20 working days of receipt of the appeal.

## Communication

Throughout the process, the complainant will receive written communication including:

- Confirmation of receipt
- Notification of whether the matter is accepted as a grievance
- Notification of investigation progress where required
- Written outcome
- Written rationale if the grievance is not upheld or not accepted
- Written response to any appeal

All communication under this process will normally take place in writing via email.

## Our Commitments

TPM Studio commits to:

- Acknowledge receipt of complaints within 3 working days.
- Review each matter objectively and proportionately, taking into account the seriousness and context of the issue.
- Ensure that the review is undertaken by an appropriate and impartial senior member of staff where reasonably practicable.
- Provide written communication at each stage of the process.
- Provide a clear written rationale where a matter is not upheld or is not accepted as a grievance.
- Maintain confidentiality wherever possible.
- Take appropriate corrective or remedial action where issues are identified, which may include clarification, changes to procedures, or other suitable measures.

### **Protection from Retaliation**

TPM Studio strictly prohibits retaliation against any individual who raises a grievance or complaint in good faith.

Any form of:

- Intimidation
- Victimisation
- Adverse treatment

connected to the raising of a concern will be treated as a serious breach of Practice policies and may result in disciplinary action.

### **Relationship with Other Policies**

This policy operates alongside:

- Whistleblower Protection Policy
- Code of Conduct and Ethics Policy
- Equality, Diversity and Inclusion Policy
- Anti-Bullying and Harassment Policy
- Modern Slavery Policy

Where a concern relates specifically to serious wrongdoing or unlawful conduct, it may be more appropriate to raise it under the Whistleblower Protection Policy.

### **Monitoring and Review**

Monitoring will include:

- Assessing how the Stakeholder Grievance and Complaints Policy is working in practice
- Reviewing it annually
- Considering and taking action to address any issues identified
- Reviewing trends or recurring themes
- Integrating lessons learned into governance processes

The effectiveness of this policy will be reviewed as part of TPM Studio's Quality Management System governance processes.

### **Agreement to Follow this Policy**

The Stakeholder Grievance and Complaints Policy is fully supported by senior management.

All staff are expected to:

- Cooperate fully with any review or investigation undertaken under this policy
- Uphold the standards of accountability and professionalism set out within it

### **Responsibility for the Policy**

For the purposes of this policy, the TPM Studio Directors will have primary responsibility for:

- Oversight of grievance investigations
- Regular review and update of the policy
- Ensuring its appropriate and effective application within the studio

This is TPM Studio's Practice Policy concerning Stakeholder Grievance and Complaints, and we commit ourselves and the Company to it.



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TPM Studio

3rd March 2026