

Stakeholder Grievance Procedure

1. Purpose

City Hive is committed to operating responsibly and to providing a clear and accessible way for stakeholders to raise concerns relating to the company's social, environmental or governance impacts.

This procedure allows stakeholders to raise grievances and seek resolution in a fair, timely and confidential way.

2. Who can raise a grievance

This procedure is available to stakeholders who may be affected by City Hive's activities, including:

- workers
 - customers
 - suppliers and service providers
 - shareholders and investors
 - community stakeholders
 - other relevant affected parties
-

3. What issues can be raised

A grievance may be raised where a stakeholder believes City Hive's activities, decisions or relationships have caused, or may cause, a negative social, environmental or governance impact.

This may include concerns relating to:

- business conduct or ethics
- governance and accountability
- stakeholder treatment
- social or environmental impacts
- harmful or unfair practices
- retaliation for raising a concern

Routine customer service issues or commercial disagreements may be redirected to the most appropriate contact route where they do not fall within the scope of this procedure.

4. How to raise a grievance

A grievance may be submitted by email to: [**grievance@cityhive.co.uk**](mailto:grievance@cityhive.co.uk)

The submission should include, where possible:

- the name and contact details of the person raising the grievance
- whether confidentiality is requested
- a summary of the concern
- who or what the grievance relates to
- relevant dates, facts or supporting information
- the outcome or resolution sought

5. Process and indicative timelines

City Hive will aim to follow the steps below:

Step 1 – Acknowledgement

Receipt of the grievance will normally be acknowledged within **5 working days**.

Step 2 – Initial review

City Hive will review whether the issue falls within the scope of this procedure and may request further information if needed. This will normally take place within **10 working days** of acknowledgement.

Step 3 – Investigation and consideration

If accepted as a grievance, the issue will be reviewed by the appropriate person or persons within City Hive. This may involve gathering relevant information and, where appropriate, engaging with the complainant to understand the issue and possible resolution.

Step 4 – Response and resolution

City Hive will aim to provide an initial outcome or update within **30 working days** of accepting the grievance. Where more time is needed, the complainant will be informed.

Step 5 – Closure

City Hive will confirm when the grievance is considered resolved or closed, including the outcome and any actions taken, where appropriate.

If the matter is not accepted as a formal grievance, City Hive will explain why.

6. Confidentiality and protection from retaliation

City Hive will treat grievances sensitively and seek to maintain confidentiality where requested and appropriate.

Information will only be shared with those who need it in order to review and respond to the grievance. City Hive will seek consent before sharing information more widely where appropriate.

Retaliation against any person who raises a grievance in good faith is not permitted. Any concerns about retaliation should be raised immediately and will be treated seriously.

7. Oversight

Responsibility for this procedure sits with City Hive leadership. The company will review grievances received and consider whether any changes to policy, practice, governance or communication are required.

8. Accessibility

City Hive aims to keep this procedure clear and accessible. Stakeholders who need adjustments in order to raise a grievance may request support.
