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Empower Technical Services

Stakeholder Grievance Form

Purpose

This form may be used by any stakeholder to raise a grievance relating to Empower Technical Services, its activities, products, services, business relationships, or supply chain.

Complete as much information as you can. A grievance will not be rejected simply because every field is not completed. If you are concerned about retaliation or other harm, you may request that your identity is kept confidential.

Short Instructions

- Complete as much of the form as possible and submit it through the grievance route published on the Empower Technical Services website.
- Grievances may include concerns relating to health and safety, discrimination or harassment, working practices, ethical conduct, breaches of Company policies, the Company's services or activities, or other concerns connected to Empower Technical Services.
- Empower Technical Services will normally acknowledge receipt within five working days and may contact you if further information is required.
- Where a meeting is appropriate, it will normally be arranged within ten working days of acknowledgement. A written outcome will normally be issued within ten working days of that meeting.
- Accepted grievances will be investigated fairly and proportionately, and appropriate actions or remedies will be considered to resolve the matter. Any identified risk of retaliation or harm will be considered when determining how the grievance is handled.
- If the matter takes longer, progress updates will normally be provided at least every ten working days until it is concluded.
- Grievances will be handled as confidentially as possible. You may request that your identity is kept confidential, and retaliation or detrimental treatment for raising a grievance in good faith will not be tolerated.
- You will be informed in writing of the outcome and when the grievance is closed. If the issue is not accepted as a grievance, the reasons will be explained in writing.

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Grievance form

Section A - Stakeholder Details	
Name / organisation	*Your name and organisation, if applicable. Leave blank if you wish to remain anonymous.* **Response**
Contact details	*Email, telephone number or another safe way for Empower Technical Services to contact you.* **Response**
Relationship to Empower Technical Services	*For example: customer, supplier, contractor, employee, community partner, member of the public, or other stakeholder.* **Response**
Confidentiality request	*Do you request that your identity is kept confidential? Yes / No. If yes, state any particular concerns about retaliation or other harm.* **Response**
Preferred communication method	*State how you would prefer Empower Technical Services to contact you about the grievance.* **Response**
Section B - Grievance Details	
Date of grievance	*Date this form is completed or submitted.* **Response**

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Location of issue	*Where did the issue occur, if relevant and known?* **Response**
Person / organisation / activity concerned	*Identify who, what, or which activity, product, service or relationship the grievance concerns.* **Response**
Description of grievance	*Describe what happened, when it happened, and why you are raising the grievance. Include the main facts in as much detail as possible.* **Response**
How you or others were affected	*Explain the actual or potential impact on you, other people, communities, the environment, or Empower Technical Services' business relationships.* **Response**
Supporting evidence	*List or attach any supporting evidence, such as emails, photos, invoices, messages, documents or witness details.* **Response**
Outcome or remedy sought	*Explain what action, response or resolution you would like Empower Technical Services to consider.* **Response**

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Have you already raised this issue?	*Yes / No. If yes, explain when, with whom, and what response was received.* **Response**
Section C - Declaration	
Declaration	*I confirm that the information provided is true and accurate to the best of my knowledge.* **Response**
Name / signature / date	*Enter your name, signature (if used), and the date of submission.* **Name:** _____ **Signature:** _____ **Date:** _____