Tiba Tempeh Ltd

Grievance Procedure Policy

Version 1.1 | October 2026 | Approved by the Board of Directors

Policy Owner	Alexandra Longton, Co-Founder and Managing Director
Applies To	All workers, suppliers, customers, investors and community stakeholders
Review Frequency	Annually
Next Review Date	October 2027
Related Documents	Employee Handbook, Supplier Code of Conduct, Stakeholder Map

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1. Purpose

Tiba Tempeh Ltd is committed to maintaining open, fair and transparent relationships with all of its stakeholders. This policy sets out how any stakeholder, including workers, suppliers, customers, investors and community members, can raise a concern, complaint or grievance, and how Tiba Tempeh will respond.

We take all grievances seriously and are committed to resolving them promptly, fairly and confidentially where appropriate. Grievance contact details are publicly available at tibatempeh.com/get-in-touch.

2. Grounds for Raising a Grievance

A grievance may be raised by any stakeholder in relation to any of the following:

- Treatment by Tiba Tempeh, its employees or representatives that is felt to be unfair, discriminatory or harmful
- Concerns about product quality, safety or labelling
- Concerns about Tiba Tempeh's environmental or social practices
- Breaches of contractual terms or the Supplier Code of Conduct
- Workplace concerns including pay, working conditions or conduct
- Any other matter where a stakeholder feels their interests have not been appropriately considered

Tiba Tempeh will assess each submission and confirm whether it has been accepted as a formal grievance or explain clearly why it has not.

3. Scope

This procedure applies to all stakeholder groups:

- Workers (employees and contractors)
- Suppliers and business partners
- Customers and consumers
- Investors and shareholders
- Community members
- Any other party affected by Tiba Tempeh's operations

4. How to Raise a Grievance

4.1 Workers

Workers are encouraged to raise concerns as early as possible. The following channels are available:

- **Open door policy:** Any worker may speak directly with Alexandra Longton (Managing Director) or Ross Longton (Co-Founder) at any time.
- **Formal written grievance:** Workers may submit a written grievance by email to hello@tibatempeh.com, marked Private and Confidential.
- **Anonymous feedback:** Workers may raise concerns anonymously through a written note submitted to a director.

Tiba Tempeh will acknowledge receipt within 2 working days and aim to resolve the matter within 10 working days. Where a formal hearing is required, this will be arranged within 5 working days of acknowledgement. Workers have the right to be accompanied at any formal grievance meeting.

4.2 Suppliers and Business Partners

Suppliers may raise concerns or disputes through the following channels:

- **Primary contact:** Raise concerns directly with your Tiba Tempeh account contact in the first instance.
- **Escalation:** If unresolved, escalate in writing to hello@tibatempeh.com, addressed to the Managing Director.
- **Contract disputes:** Business-to-business contracts include dispute resolution provisions. Parties are encouraged to resolve disputes through good faith negotiation before seeking formal resolution.

Tiba Tempeh will acknowledge supplier grievances within 3 working days and respond substantively within 15 working days.

4.3 Customers and Consumers

Customers and consumers may raise concerns through the following channels:

- **Website contact form:** tibatempeh.com/get-in-touch
- **Email:** hello@tibatempeh.com
- **Social media:** @tibatempeh on Instagram, Facebook and TikTok
- **Retailer channels:** Complaints raised through retail partners (e.g. Sainsbury's, Waitrose, Tesco, Ocado, Lidl) will be directed to Tiba Tempeh for investigation and response.

Tiba Tempeh will acknowledge all customer complaints within 2 working days and aim to resolve within 10 working days.

4.4 Investors and Shareholders

Investors may raise concerns directly with Alexandra Longton (Managing Director) or through Board meeting channels. Investor concerns are a standing item for Board review. Formal concerns should be submitted in writing to hello@tibatempeh.com.

4.5 Community Members

Community members or other third parties may raise concerns by:

- **Email:** hello@tibatempeh.com
- **Written correspondence:** Addressed to the Managing Director, Tiba Tempeh Ltd, Ponteland, Northumberland.

Tiba Tempeh will acknowledge community concerns within 5 working days and respond substantively within 20 working days.

5. Grievance Process Steps

All grievances, regardless of stakeholder group, will follow these steps:

1. Acknowledgement: Tiba Tempeh will confirm receipt of the grievance within the timeframes set out in Section 4.
2. Assessment: The grievance will be reviewed to determine whether it meets the grounds set out in Section 2. The complainant will be informed if the matter is not accepted as a formal grievance and the reason why.

3. Investigation: Where accepted, the grievance will be investigated by the appropriate member of the leadership team. Additional information may be requested from the complainant.
4. Resolution: A resolution will be proposed and communicated to the complainant in writing, along with the reasoning behind it.
5. Escalation: If the complainant is not satisfied with the resolution, the matter may be escalated as set out in Section 6.
6. Closure: The grievance will be formally closed once resolved, and the complainant will be notified in writing that the matter has been concluded.

Throughout the process, Tiba Tempeh will keep the complainant informed of progress at each stage and will confirm in writing when the matter has been resolved, or explain clearly if the issue has not been accepted as a formal grievance.

6. Escalation

If a grievance is not resolved to the satisfaction of the party raising it, it may be escalated as follows:

1. Escalate in writing to the Managing Director if not already involved.
2. If still unresolved, the matter may be referred to the Board of Directors for review.
3. For employment-related matters, workers retain the right to refer unresolved grievances to ACAS or an Employment Tribunal.

7. Protection from Retaliation

Tiba Tempeh is committed to protecting all stakeholders who raise grievances in good faith. Victimisation, retaliation or any detrimental treatment of any person who raises a concern under this policy will not be tolerated and will be treated as a serious disciplinary matter.

Workers who raise grievances are protected under this policy and under applicable employment law. Suppliers, customers and other stakeholders who raise concerns will not be disadvantaged as a result of doing so.

Any concerns about retaliation should be reported immediately to Alexandra Longton (Managing Director) or, if she is implicated, directly to the Board of Directors.

8. Confidentiality

Tiba Tempeh will handle all grievances with discretion and confidentiality to the extent possible. Information will only be shared with those who need to be involved in resolving the matter.

8.1 Consent

Before a grievance is investigated, the Policy Owner will ask the person raising it whether they consent to their identity being shared with those who need to know in order to investigate. Where they do not consent, Tiba Tempeh will investigate as far as possible without revealing their identity and will explain any limits this places on the outcome. Identity will only be shared without consent where required by law or to prevent serious harm, and the person will be told first wherever possible.

8.2 Handling of Information

Grievance records are held in a restricted-access file or system, accessible only to the Policy Owner and, where needed, a named investigator. Records are not stored in shared team folders. Only the information needed to investigate is shared, and anyone involved in an investigation is reminded in writing that the matter is confidential.

8.3 Anonymous Grievances

Workers may raise concerns anonymously as set out in Section 4.1. Anonymous concerns received through any other channel will also be assessed on the information provided and recorded in the grievance log.

8.4 Retention

Grievance records are kept for six years after closure and then securely deleted, in line with data protection obligations.

9. Risk Assessment and Vulnerable Stakeholders

9.1 Risk Assessment on Receipt

Each grievance is risk assessed when it is received and rated low, medium or high. The assessment considers:

- the seriousness of the allegation, including any risk to health, safety or human rights
- the risk of retaliation against the person raising the grievance or against witnesses
- who the grievance concerns, and any conflict of interest in who investigates
- the confidentiality needs of the case
- whether the person raising it is a vulnerable stakeholder (see Section 9.4)

The rating and any protective measures agreed are recorded in the grievance log. The assessment is reviewed at each stage of the process and again at closure.

9.2 Customer Complaints

Customer complaints, including complaints about product quality, packaging, labelling or service, are risk rated when they are logged in the Customer Complaints Log:

- **High:** a possible food safety issue, such as a foreign body, illness, or incorrect product or ingredient information that could affect an allergen. These are reviewed by the Policy Owner within 1 working day and referred to the manufacturer and, where relevant, the retailer for investigation without delay.
- **Medium:** mould or other spoilage (including an off smell, slimy texture or expanded pack), labelling or date code errors, out-of-date product, underweight packs, damaged or unsealed packaging and unexplained changes in appearance.
- **Low:** matters of taste, saltiness or texture.

Where an investigation identifies a cause, the corrective action taken with the manufacturer is recorded against the complaint.

9.3 Protective Measures

Depending on the risk, protective measures may include restricting who knows the identity of the person raising the grievance, temporarily changing reporting lines or working arrangements, appointing an investigator who is independent of the people involved, regular check-ins during the process and for six months afterwards, and written reminders that retaliation is a disciplinary matter. Where a grievance concerns the Policy Owner or a Director, it will be referred to a Non-Executive Director of the Board.

9.4 Vulnerable Stakeholders

Tiba Tempeh recognises that some people face greater barriers or risks in raising a concern. This includes workers in their probation period or on short-term arrangements, workers or contractors who depend on a single customer or employer, people for whom English is not a first language, people with disabilities or accessibility needs, and anyone who has experienced discrimination or harassment. For these stakeholders Tiba Tempeh will:

- offer to receive the grievance in another format or language, or through a trusted representative
- offer a support person, such as a colleague or representative, at any meeting
- allow extra time to respond where needed, without affecting the process
- apply a higher default level of confidentiality and protection from retaliation

10. Training and Awareness

10.1 Workers

All workers are given a copy of this procedure at onboarding and told how to raise a concern, who will handle it and how they are protected. This is recorded on the new-starter checklist. The procedure is refreshed with all workers at least once a year, for example at a team meeting, and a record of attendance is kept.

10.2 Managers and the Policy Owner

The Policy Owner and any manager who may receive a grievance receive guidance at least annually on receiving concerns, confidentiality, avoiding retaliation and conducting a fair investigation. Investigators are briefed before starting any case.

10.3 Suppliers, Customers and Others

Suppliers are made aware of this procedure through the Supplier Code of Conduct. The procedure is published on the Tiba Tempeh website under Responsible Business, and customers and the community can raise concerns through the channels in Section 4.

10.4 Records

Dates and attendance for training and awareness sessions are recorded and reviewed by the Board as part of its annual ESG review.

11. Monitoring and Review

The Managing Director is responsible for overseeing this policy and ensuring it is implemented effectively. Usage of grievance mechanisms and resolution rates will be tracked and reported to the Board of Directors on an annual basis.

Grievances from customers and consumers, including complaints about product quality, packaging, labelling or service, are recorded in the Customer Complaints Log, which serves as the grievance log for customers. Grievances from workers, suppliers, investors and community members are recorded in a separate grievance log, including a nil return where none have been raised. Each record shows the date received, date acknowledged, stakeholder group, risk rating, status, actions and communications, outcome and closure date. The Board reviews a summary of both logs at least annually.

This policy will be reviewed annually by the Board of Directors, or sooner if required by changes in legislation or company circumstances.

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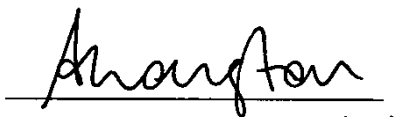
12. Approval

Approved by Alexandra Longton, Co-Founder and Managing Director

On behalf of Tiba Tempeh Ltd Board of Directors

Date October 2026

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