

Our Policy

Enzygo Ltd and Enzygo Geoenvironmental Ltd strive to deliver excellent services to our clients, partners, employees, and all other stakeholders. In the event that you feel we have not met these standards, we encourage you to let us know so that we can resolve the matter promptly and appropriately, and continually improve the ways in which we conduct our business.

We are committed to providing a safe, fair, and accessible complaints mechanism for both internal and external stakeholders, ensuring that concerns are handled professionally, confidentially, without bias, and without any form of retaliation.

Procedures for Internal Employees and External Stakeholders

Internal Employees: Any existing employees that wish to make a formal complaint should follow the procedures outlined within the companies Grievance Policy.

External Stakeholders: External stakeholder that wish to raise a complaint can be any of the following: members of the public, service users, clients, partner organisations, suppliers, subcontractors, community groups, local residents, regulators, and any party affected by Enzygo's operations, services or decisions.

Grounds for Accepting Complaints

We will accept and review complaints raised in relation to any of the following:

- Concerns about the quality, accuracy, timeliness, or professionalism of services delivered
- Behaviour by Enzygo personnel that is inappropriate, unethical, discriminatory, or unprofessional
- Failure to follow agreed procedures, policies, or legal/ regulatory obligations
- Miscommunication, unmet expectations, or inadequate handling of enquiries
- Health, safety, welfare, or environmental impacts linked to our activities
- Any other legitimate concern relating to how Enzygo conducts its operations

We may decline to progress complaints that are malicious, frivolous, knowingly false, or entirely outside our organisational remit. Where this is the case, we will communicate the rationale clearly.

Our Procedure

Informal Resolution

If you have a complaint or concern, the first step is to raise it informally with your main point of contact—either verbally or in writing—so that they can attempt to resolve the matter quickly. We encourage all stakeholders to raise issues as soon as possible to avoid unnecessary escalation. Many concerns can be resolved swiftly and amicably at this stage.

Formal Complaint Submission

If informal resolution is not possible or satisfactory, a formal complaint should be submitted via email to humanresources@enzygo.com.

Your written complaint should include:

- A clear description of the issue
- Key dates and individuals involved
- Any supporting documentation
- The outcome you are seeking, if known

This ensures there is no misunderstanding about the nature of your concerns.

Acknowledgement of Complaint

Once we receive your complaint:

1. We will aim to acknowledge receipt within 5 working days, confirming who is responsible for handling your complaint and explaining the next steps.
2. We will advise whether your grievance meets the grounds for acceptance.
3. If a grievance is not accepted, we will provide a clear rationale.

Investigation Process

Your named contact will carry out a fair, proportionate, and confidential investigation. This may include:

- Reviewing documents, correspondence, or evidence
- Speaking with relevant individuals
- Assessing whether internal policies and procedures were followed
- Identifying any systemic issues that contributed to the concern

If additional information is required, we will contact you promptly.

Indicative timeline:

- Most investigations will be completed within 10 working days of acknowledgement.
- If more time is required due to complexity, availability of staff, or need for specialist review, we will explain why and provide an updated timeline.

Communication During the Process

We commit to providing regular updates, including:

- Confirmation of when the investigation has commenced
- Notice if further information is needed
- Notification of any delays and revised timeframes
- Any significant developments relating to your grievance

Both internal and external stakeholders will be treated with equal consideration and respect throughout.

Outcome, Resolution, and Corrective Action

Within the standard 10-working-day timeframe (or the revised schedule, if applicable), we will provide you with a **formal written response**, including:

- A summary of your grievance
- The findings of the investigation
- Any actions we propose to take
- Any corrective or preventative measures identified
- Where applicable, information about changes to internal processes, training, or service standards

Corrective actions may include staff training, policy updates, service adjustments, disciplinary action, or other measures appropriate to resolving the issue.

If your grievance is not upheld, we will clearly explain the reasons and evidence behind the decision.

Protection from Retaliation

We are committed to ensuring that **no internal or external stakeholder is subjected to retaliation**, disadvantage, or negative treatment due to raising a grievance in good faith. Any retaliation will be treated as a serious breach of policy and may result in disciplinary action.

If You Remain Dissatisfied

We hope to resolve your complaint satisfactorily. However, if you feel that your concerns have not been addressed appropriately, you may request that the matter be reviewed by a Senior Director or an alternative designated representative not previously involved.