

## Complaints Policy

### Contents

<b>Complaints Policy .....</b>	<b>1</b>
<b>1. Purpose.....</b>	<b>2</b>
<b>2. Who this policy applies to and how to report .....</b>	<b>2</b>
<b>3. How to report a concern: .....</b>	<b>2</b>
<b>4. What happens after a complaint is made .....</b>	<b>3</b>
<b>4.1 Acknowledgement .....</b>	<b>3</b>
<b>4.2 Investigation .....</b>	<b>3</b>
<b>4.3 Outcome .....</b>	<b>3</b>
<b>5. Confidentiality and Protection.....</b>	<b>4</b>

## **1. Purpose**

At MetaCompliance, we believe in doing the right thing - always. This policy outlines how anyone connected to us can raise a concern safely and with confidence. We're committed to listening, investigating fairly, and making sure no one faces negative consequences for speaking up.

## **2. Who this policy applies to and how to report**

This policy covers everyone we interact with — employees, contractors, customers, suppliers, partners, and members of the community.

Complaints may relate to, but are not limited to:

- Unethical or illegal behaviour
- Misconduct in the workplace
- Harassment, bullying, or discrimination
- Health and safety issues
- Breaches of company policy or legal obligations

## **3. How to report a concern:**

- **Email:**

Send your complaint to our dedicated inbox:

[info@metacompliance.com](mailto:info@metacompliance.com)

- **Via our website:**

Complete our online form – this can be found on our company website via:

[https://www.metacompliance.com/company/contact-metacompliance#gravity-form\\_28](https://www.metacompliance.com/company/contact-metacompliance#gravity-form_28)

- **Company Board of Directors**

Complaints involving leadership can be directed to our CEO or Chair of the Board. Due to the nature of our business, we do not provide direct contact details due to cyber threat. If you send any concerns via the above email or link - your concern will be confidentially forwarded to the relevant party.

#### **4. What happens after a complaint is made**

We take every report seriously and handle each one with care and discretion. Here's what you can expect once a complaint is submitted:

##### **4.1 Acknowledgement**

We'll confirm we've received your complaint within five working days. We'll also explain:

- Whether the complaint is eligible for review under this policy
- What the next steps will be
- How long the process is expected to take
- What outcomes may be possible

##### **4.2 Investigation**

All investigations are handled impartially. This may involve interviews, reviewing documents, or seeking input from third parties.

You'll be kept informed throughout, and we'll ask for your consent before sharing your identity or details with anyone outside the process. External advisors may be involved if independence is required.

##### **4.3 Outcome**

We'll let you know the result of the investigation in writing, including any actions taken or changes made as a result. These could include:

- Disciplinary actions
- Changes to procedures or policies

- Mediation or dispute resolution

If we decide not to take action, we'll explain why and let you know what your options are for follow-up or appeal.

## **5. Confidentiality and Protection**

We do not tolerate retaliation of any kind. Anyone raising a concern in good faith is protected - and we'll take action if confidentiality is breached or if retaliation occurs.