



# People and Nature Grievance Policy

## Scope

This policy explains how any stakeholder including employees, contractors, clients, customers, suppliers, partners, community members, and people or nature impacted by our operations, can safely raise concerns and how we handle them.

## Purpose

This policy ensures that all people and nature stakeholders have a safe and transparent way to raise concerns or complaints about impacts connected to our organisation. It explains how grievances can be raised, how we assess them, and how we work towards fair and effective resolutions.

## Who This Policy Applies To

This policy applies to all stakeholders, including and not limited to:

- employees and contractors
- clients and customers
- suppliers and business partners
- community members and affected groups
- environmental defenders or individuals raising nature-related harm
- anyone impacted by our decisions, processes, or footprint

## Grounds for Accepting a Grievance

We accept grievances relating to:

- unfair, inappropriate, or unprofessional conduct
- misuse or misapplication of Company processes
- environmental impacts, nature-related harms, or sustainability issues
- possible breaches of ethical, legal, or policy obligations
- impacts on wellbeing, safety, livelihood, or community relationships

Anonymous grievances are accepted. We may decline grievances that are frivolous, outside our scope, or directed to a more suitable policy.



## The Grievance Process

Stage	Step	What Happens	Timeline (Days)	Outcome
<b>1. Acknowledgement &amp; Eligibility Review</b>	1. Submit grievance	Stakeholder submits grievance via email, verbally, via form, or anonymously.	0	Grievance received.
	2. Acknowledge receipt	Company confirms receipt and requests further details if needed.	Within 5 business days	Stakeholder informed; file opened.
	3. Eligibility check	We assess whether the grievance meets acceptance criteria (impact, detail, relevance).	Within 10 business days	<b>Accepted:</b> moves to Stage 2. <b>Not accepted:</b> explanation + alternative pathways given.
<b>2. Investigation, Dialogue &amp; Resolution (Primary Process)</b>	1. Assign representative	A Company representative or senior officer is assigned to manage the case.	10	Responsible lead identified.
	2. Engage parties	Meetings held with complainant + subject of complaint (separate or joint). Support person permitted.	10–15	Perspectives gathered.
	3. Gather information	Review documents, conduct interviews, collect environmental/social data, seek independent advice if needed.	10–20	Information prepared for assessment.
	4. Dialogue & problem-solving	Facilitate discussion to explore issues, impacts, and possible solutions.	10–20	Potential resolutions identified.
	5. Determine outcome	Company determines outcome based on evidence and dialogue.	15–20	<b>Resolved:</b> Stage <b>Unresolved:</b> CEO escalation.
<b>2B. CEO Escalation (if unresolved)</b>	1. CEO review	CEO reviews all information and may conduct further meetings or mediation.	+ 10 business days	Final decision made.
<b>3. Resolution, Closure &amp; Monitoring</b>	1. Communicate outcome	Company explains findings, actions,	20–30	Stakeholder informed of results.



		corrective measures, and next steps.		
	2. Implement actions	Company implements remediation, corrective actions, environmental or social mitigation, training, etc.	Ongoing	Actions completed and logged.
	3. Monitor and follow-up	Progress reviewed until all commitments are fulfilled.	Ongoing	Resolution confirmed.
	4. Closure	Company formally confirms grievance is closed and records outcomes.	When completed	File closed + recorded securely.
<b>Applies Across All Stages</b>	Communication	Regular updates, timeline changes, stage outcomes, resolution confirmation.	Throughout	Transparency ensured.
	Retaliation protection	Monitoring for victimisation, immediate action if retaliation reported.	Throughout	Safety maintained.
	Confidentiality	Information accessed only by those involved in resolving the grievance.	Throughout	Confidential handling.

## Channels to submit a grievance

Grievances can be submitted:

- by email: [hello@onestoneadvisors.com.au](mailto:hello@onestoneadvisors.com.au) (internal)
- via our grievance form [One Stone Advisors Grievance Form](#) (internal)
- Contact B Lab via the form [B Lab Complaints](#) (external)

## Approvals

This policy has been approved by the CEO and will be reviewed every 36 months or earlier when required.