

Flight Feather Grievance Procedure

How stakeholders can raise a concern and how we respond

1. Purpose and scope

Flight Feather is committed to operating responsibly and to giving anyone affected by our activities a safe, accessible way to raise concerns and seek resolution. This procedure applies to workers, suppliers, customers, community members, and any other stakeholder who believes Flight Feather has caused, contributed to, or is directly linked to a social, environmental, ethical, or governance issue.

This procedure is separate from routine customer service matters (such as service issues or financial queries), which can be resolved through our usual customer service channels.

2. How to raise a grievance

Grievances can be submitted in any of the following ways:

- Email: edd@flightfeather.co.uk or alsadair@flightfeather.co.uk
- Phone: 07765 260127
- Post: Unit 1.14, Temple Studios, Temple Gate, Bristol, England, BS1 6QA
- In person: speak to either Edd or Alasdair

Grievances may be submitted anonymously. If you choose to identify yourself, you may still request that your identity be kept confidential (see Section 4).

3. What we accept as a grievance

We will accept an issue as a grievance where it:

- relates to a real or perceived negative impact caused, contributed to, or linked to by our business, workers, suppliers, or value chain,
- is raised in good faith, and
- provides enough information for us to understand and investigate the concern.

We may decline to treat a submission as a formal grievance if it falls outside this scope, if it is anonymous and lacks sufficient detail to investigate, or if it is abusive, vexatious, or clearly without merit. Where we decline a grievance, we will explain why in writing wherever contact details are available (see Section 5).

4. Protecting people who raise a grievance

No stakeholder will face retaliation, disadvantage, or reprisal for raising a grievance in good faith. To protect people who come forward, we will:

- allow the person raising the grievance to request that their identity remain confidential, and take reasonable steps to honour that request,
- tell them upfront who else will need to be involved in or informed about the grievance,
- seek their consent before sharing information with additional parties beyond what is necessary to investigate,
- keep the outcome of the process confidential, sharing it only with those who need to know,
- ensure the person who handles a grievance has no conflict of interest in the matter - where possible, an independent reviewer with no affiliation to the company or the case will be engaged,
- take appropriate action against anyone found to have retaliated against a person for raising a grievance, and
- provide training to staff who administer this procedure.

5. Our process and timelines

Step	Action	Target timeframe
1	Acknowledge receipt of the grievance	Within 5 business days
2	Assess whether the issue qualifies as a grievance under Section 3, and confirm this (or explain why not) with the complainant	Within 10 business days of receipt
3	Investigate the grievance, which may include gathering further information from the complainant and other relevant parties	Within 20 business days of acceptance
4	Propose a resolution and communicate it to the complainant	Within 30 business days of acceptance
5	Confirm the grievance is closed, or agree next steps if further action or	Within 10 business days of resolution being proposed

	mediation/arbitration is needed	
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These are target timeframes; more complex grievances may take longer, in which case we will explain the delay and give a revised estimate. Depending on severity, resolution may involve: (i) internal resolution, (ii) resolution with independent mediation, or (iii) resolution with independent arbitration.

Throughout the process we will keep the complainant regularly updated, including on the decision-making process, review timelines, the scope of what has been accepted, our approach to resolving it, and when the matter is closed.

6. Grievance Form

Please complete as much detail as you are able to provide. Fields marked with an asterisk (*) are optional if you wish to remain anonymous.

Date submitted	
Your name (or 'Anonymous')	
Contact details (email/phone)- optional if anonymous	
Relationship to the company(worker, supplier, customer, investor, community member, other)	
Are you submitting on behalf of someone else?If yes, please describe your authority to do so	
Do you wish to remain confidential to the extent possible?(Yes / No)	
Who or what is the grievance about?	
Summary of the issue(key facts, dates, people/parties involved)	
Have you already raised this issue with the company?If yes, when,	

with whom, and what response did you receive?	
Supporting evidence(attach documents, photos, correspondence, etc.)	
Outcome or resolution you are seeking	

Submit this form to edd@flightfeather.co.uk or alsadair@flightfeather.co.uk, or by post to Unit 1.14, Temple Studios, Temple Gate, Bristol, England, BS1 6QA

7. Tracking, accountability, and demonstrating effectiveness

Grievance log.

Every grievance we receive - whether accepted or declined - is recorded in a central grievance log, capturing the date submitted, channel used, stakeholder type, status, and resolution or closure date. This log is reviewed regularly to ensure grievances are progressing within the target timeframes set out in Section 5.

Accountability.

Edd Bowsher is Flight Feather's designated Grievance Manager, responsible for logging every grievance received, tracking it against the timeframes in Section 5, coordinating with Alasdair or other colleagues as needed, and identifying and escalating any conflict of interest to an independent reviewer where required. Alasdair acts as an alternative point of contact, including where a grievance concerns Edd directly.

Annual summary.

Each financial year (July to June), we prepare an internal summary of the status and subject matter of any grievances received, for review by the company's leadership.

Demonstrating effectiveness.

Where a grievance has been raised, we retain evidence in the grievance log that it has been resolved and closed. In years where no grievances are received, we retain this procedure and the grievance log itself as evidence that the appropriate mechanism - including tracking - was in place and operating throughout the year.

Our most recent Grievance Report can be found [here](#)

8. Contact

Questions about this procedure can be directed to edd@flightfeather.co.uk or alsadair@flightfeather.co.uk or by phoning 07765 260127.