

Stakeholder Grievance Process

Our commitment

We want to do business in a fair, responsible and respectful way. If something goes wrong, or if you are worried it might, we want to hear about it. You will not be treated unfairly or face retaliation for raising a concern in good faith.

Who can raise a concern

Anyone affected by our business, including employees, contractors, suppliers, customers, community members and partners. You do not have to give your name.

What you can raise

Concerns about working conditions, how people are treated, human rights, environmental impacts, customer or community harm, ethical behaviour, or health and safety.

How to raise a concern

Please tell us what happened or may happen, when and where it occurred, who was involved (if known), and how people, communities or the environment were affected. You may include evidence if helpful.

How to submit

Email: <https://www.theadplain.com/contact>

Online: <https://www.theadplain.com/contact>

Post: TAP, Howbery Park, Benson Lane, Wallingford OX10 8BA

What we will do

We will acknowledge your concern within 5 working days, review it within 10 working days, and aim to resolve or respond within 30 working days.

Confidentiality and fairness

All concerns are treated confidentially. Retaliation is not allowed and will be taken seriously.

Learning and improvement

We review concerns to improve how we work and meet our responsibilities as a B Corp-aligned organisation.