



Grievance Mechanism Policy

VO GROUP and its agencies are committed to ethical business practices and fostering an open, transparent, and responsive environment. This policy ensures that all stakeholders have a clear process to raise concerns and receive a fair resolution.

1. Submitting a Grievance

Grievances may be submitted not only by employees but also by other stakeholders, including clients, suppliers, partners, and members of the public. Reports can be submitted anonymously and will be treated with strict confidentiality.

External Stakeholders can submit grievances through:

- The [contact Form](#) available on our website
- Direct engagement via [\[info@vo-group.be\]](mailto:info@vo-group.be)

Internal stakeholders can submit grievances through:

- Our **whistleblower platform** - its process is described on [the dedicated page](#).
- Direct contact with our **Ethics Referent, Alix**. See Code of Ethics to learn more.

2. Grievance Handling Process

- **Grounds for Acceptance:** Grievances related to ethical concerns, compliance, business conduct, and other material issues will be reviewed.
- **Process & Timelines:**
 - **Acknowledgment:** Within **5 business days**
 - **Investigation & Review:** Within **30 days**, depending on complexity
 - **Resolution Proposal:** Communicated within **45 days**
- **Resolution:** The company will communicate each step and confirm when the grievance is resolved, or provide a rationale if the grievance is not accepted.

Any stakeholder reaching out with a grievance will be informed of this process and kept updated at all stages.



3. Protection Against Retaliation

VO GROUP ensures that all grievances are handled confidentially. Employees and stakeholders who raise concerns in good faith are protected from any form of retaliation.

VO Group strictly prohibits any form of retaliation against individuals who raise a concern in good faith. This includes retaliation towards employees, contractors, clients, suppliers, or any other stakeholder. Any instance of retaliation will be subject to disciplinary measures, up to and including termination of employment or contracts.

All grievance mechanisms are accessible publicly, and we explicitly invite all stakeholders to raise concerns through our Contact page or via other communication channels outlined in this policy.

For any inquiries regarding this policy, please contact **Alix de Montjoie – Ethics Referent @ VO**.