

The background of the entire page is a blue-tinted photograph showing the silhouettes of four people in a meeting. They are standing in front of a large window, looking out at a cityscape. The silhouettes are dark against the lighter blue background of the window. The text is overlaid on this image.

# **BOARD & COMMITTEE MEMBER GRIEVANCE & DISPUTES POLICY**



<b>Board and Committee Member Grievance and Disputes Policy</b>			
<b>Last Reviewed</b>	<b>January 2026</b>	<b>Next Review</b>	<b>January 2029</b>
<b>Responsible Officer</b>	<b>Company Secretary</b>		

**Policy Statement:** This Policy sets out how grievances and disputes involving members of the Board or Committees can be raised, and how they are responded to.

Board/Committee Member disputes and grievances should, if possible, be handled through candid discussions informally, outside of Board/Committee meetings.

If a member has a dispute with another Board/Committee Member that they cannot resolve informally or would like to raise a grievance, they may do so by contacting the Board Chair. If the grievance is regarding the Board Chair, the Board Vice-Chair shall be contacted directly.

The Chair will arrange a formal meeting with the member to discuss the matter. The Chair will be supported by the Vice-Chair, or the Chair of the Audit and Risk Committee if the grievance relates to the Vice-Chair. If the grievance relates to the Chair, the meeting will be arranged by the Vice-Chair, who will be supported by the Chair of the Audit and Risk Committee. The Company Secretary will provide governance advice, as appropriate.

Following the meeting, a letter outlining the concerns and actions agreed will be provided by the Chair to the Board/Committee Member raising the grievance. If the Chair believes it to be appropriate, he/she may instigate the Board and Committee Member Conduct Issues Policy at this stage.

If the matter is not successfully resolved, the Chair will refer the matter to the Governance and Remuneration Committee. The Committee will hear from both the Chair and the member raising the grievance. Following the meeting, the Chair of the Committee will send a letter to the member raising the grievance outlining the concerns and the actions agreed. This action plan will be final with no further appeals or review.

Should the Governance and Remuneration Committee believe that the situation requires the instigation of the Board Conduct Issues Policy, the Committee will request the Board Chair to refer the matter to the Board, with a view to dealing with the matter under the Board and Committee Member Conduct Issues Policy.