



Lambrian Training FZ LLC Grievance Mechanism Policy

Lambrian Solutions is committed to providing an accessible and transparent grievance mechanism to ensure that all employees, partners, clients, and other affected stakeholders can report concerns related to human rights, discrimination, ethical issues, or any other adverse impacts of our operations. This policy outlines the procedure for submitting complaints and the process by which Lambrian Solutions will handle, investigate, and resolve these grievances.

1. Purpose

The purpose of this grievance mechanism is to provide a formal and accessible process for stakeholders to raise concerns about Lambrian Solutions' operations or conduct that may negatively affect their rights or interests. This mechanism aims to ensure that complaints are resolved fairly, promptly, and transparently.

2. Scope

This grievance mechanism is available to all employees, contractors, trainees, clients, suppliers, and members of the public who may be affected by Lambrian Solutions' activities. It covers complaints related to human rights, discrimination, health and safety, environmental impact, and any other ethical or operational concerns.

3. Grievance Submission

- a. **Complaint Submission Form**: A formal complaint can be submitted via our designated online grievance submission form, available on the Lambrian Solutions website. This form is accessible to the public and provides an easy-to-follow structure for submitting details.
- b. **Anonymous Reporting**: For those who wish to submit complaints anonymously, an anonymous reporting option is available through our grievance submission form. This allows individuals to report issues without revealing their identity.
- c. **Email and Hotline**: Complaints can also be submitted via email to info@lambriansolutions.com or by calling our confidential hotline at +971 52 739 0998.

4. Grievance Process

- a. **Acknowledgement of Receipt**: Upon receiving a grievance, Lambrian Solutions will acknowledge receipt within 3 working days, providing a reference number for tracking purposes.



b. ****Initial Assessment****: The Human Resources and Compliance team will conduct an initial assessment to determine the severity and nature of the complaint.

c. ****Investigation****: A thorough investigation will be conducted for all valid complaints. This may involve interviews, document reviews, and consultations with relevant departments.

d. ****Resolution and Response****: Following the investigation, Lambrian Solutions will provide a formal response to the complainant (if not anonymous), detailing the resolution steps or corrective actions taken. Resolutions will typically be communicated within 30 days of the complaint submission.

e. ****Appeal Process****: If the complainant is not satisfied with the resolution, they may request a review within 14 days of the decision. Appeals are handled by a senior management team independent of the initial investigation.

5. Monitoring and Reporting

All grievances and their resolutions are recorded and reported quarterly to senior management. Regular analysis of grievance data helps identify patterns and areas for improvement in our operations, policies, or training programs.

6. Protection Against Retaliation

Lambrian Solutions is committed to protecting individuals who submit complaints from any form of retaliation. Any form of retaliation against a complainant is strictly prohibited and will result in disciplinary action.