



# Grievance Reporting Policy

## Purpose

This policy outlines a method for the fair and equitable resolution of complaints, misunderstandings, and grievances for all Sensiba LLP stakeholders. Sensiba aims to maintain a fair, transparent, and professional environment for all stakeholders, including employees, clients, vendors, and community partners. We recognize that concerns and grievances may arise, and we encourage open communication to address issues promptly and constructively. This policy outlines the process for reporting and resolving grievances related to workplace conditions, service delivery, professional conduct, and other matters affecting our stakeholders.

## Scope

This policy applies to all stakeholders, including but not limited to:

- ◆ Employees
- ◆ Clients
- ◆ Vendors
- ◆ Business Partners
- ◆ Community Members

## Process

### 1. Informal Resolution (Encouraged First Step)

Whenever possible, we encourage stakeholders to raise concerns directly with the relevant individual or department to seek a prompt and amicable resolution. Many issues can be resolved through open dialogue and mutual understanding.

### 2. Formal Process

If an issue is not resolved informally or if the stakeholder believes a direct discussion is inappropriate, they may initiate a formal complaint using the following steps:

- ◆ **Employees** may bring a complaint to any firm Partner, Human Resource Manager, Chief Human Resource Officer, General Counsel, or Chief Operating Officer, or may choose to report the incident via [Ethena](#), an independent ethics and case management provider focused on promoting safe and ethical behavior at work. Individuals may raise concerns anonymously or share their name, if preferred.



Individuals will be asked to provide all known details of the incident or incidents, names of any individuals involved, and names of any witnesses. It is encouraged to communicate complaints in writing, but this is not mandatory.

- ◆ **Clients, vendors, or other stakeholders** may submit a grievance via email to our General Counsel at [legal@sensiba.com](mailto:legal@sensiba.com). A grievance email does not supersede obligations in agreements and contracts. Emails should include:
  - ◆ A clear description of the issue
  - ◆ Relevant dates, individuals involved, and any supporting details
  - ◆ The desired outcome or resolution sought

Sensiba urges all individuals to report incidents immediately so complaints can be resolved quickly and fairly. Individuals are required to cooperate fully with and assist in any investigations, when requested.

## Processing

When the firm receives allegations of misconduct, it will immediately undertake a fair, timely, thorough, and objective investigation of the allegations in accordance with all legal requirements. The firm will reach reasonable conclusions based on the evidence collected and will maintain confidentiality to the extent possible. However, Sensiba cannot promise complete confidentiality. The firm's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

All stakeholder complaints will be:

- ◆ Reviewed promptly, and an initial response will typically be provided within **five (5) business days**.
- ◆ Kept confidential to the extent possible.
- ◆ Investigated impartially by appropriate personnel in a timely manner.
- ◆ Documented and tracked for reasonable progress.
- ◆ Given appropriate options for remedial action and resolution.
- ◆ Closed within 25 business days.



## Further Escalation

If the stakeholder making a complaint does not agree with the resolution or the issue is still unresolved, the stakeholder may appeal to the firm's Managing Partner for a final review and decision. The decision made by the Managing Partner shall be final.

Any employee determined by Sensiba to be responsible for harassment, discrimination, retaliation, or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

## Confidentiality & Non-Retaliation

Sensiba is committed to handling all grievances and complaints with discretion and professionalism. We ensure that no stakeholder faces retaliation for bringing forward a concern in good faith. Complaints will be addressed confidentially to the extent possible while allowing for a fair and thorough investigation.

## Policy Review & Amendments

This policy is subject to periodic review to ensure effectiveness and compliance with applicable laws and best practices. Sensiba reserves the right to update this policy as necessary.

For any questions or to submit a grievance, please contact:  
General Counsel at [legal@sensiba.com](mailto:legal@sensiba.com) or (925) 271-8700