

COMPLAINTS FORM

Please read the following information to learn about our grievance and complaints process before submitting a complaint.

Generally, Coffee & TV Group will not investigate:

- Complaints regarding client service quality or delivery issues.
- Complaints that are pending legal action and/or include accusations of illegal acts without a formal legal resolution.
- Complaints that are not directly tied to our business.
- Complaints that include illegal actions and/or threats.

These exclusions are in place to maintain focus on matters within the company's control and to ensure compliance with legal and ethical standards.

Coffee & TV Group will investigate material, credible, and specific claims against our business:

1. **Material Claims:** The complaint must involve issues that are significant or substantial in nature, meaning that the claim has the potential to affect the operations, reputation, or legal standing of the business. A material claim typically refers to allegations that could have a meaningful impact on our business practices, financial performance, or compliance with applicable laws and regulations.
2. **Credible Claims:** The claim must be based on facts, evidence, or circumstances that make it believable and reasonable. This means the complaint should be supported by clear, verifiable information, such as documented evidence, credible witness testimony, or other relevant data that can substantiate the allegation. Unfounded or speculative claims without supporting evidence will not be considered for investigation.
3. **Specific Claims:** The complaint must be clear and detailed, identifying particular incidents, behaviors, or actions that are being raised as concerns. Vague or generalized claims, such as broad accusations without clear examples or specifics, will not be investigated. Specificity is necessary to understand the nature of the issue and to determine the appropriate course of action for resolution or further inquiry.

By focusing on material, credible, and specific claims, we aim to ensure that investigations are conducted in a fair, thorough, and efficient manner. This approach allows us to address valid concerns while avoiding unnecessary or frivolous inquiries. All investigations will be handled with professionalism and confidentiality, and we are committed to taking appropriate actions based on the findings of any legitimate complaint or allegation.

If you have a complaint that you think falls within the parameters listed above, please submit a formal inquiry to this email: complaints@coffeeand.tv

In the email please include all the following information:

- Your name and contact information
- The specific details of your complaint
- Why you believe Coffee & TV Group should examine your complaint
- Any additional context or evidence relevant to the issue
- How you think the complaint should be resolved
- Any supporting documentation and/or the details of any legal action taken

All complaints are kept confidential and contact information will be requested for follow-up purposes only; our Complaints Team will review the information provided and contact you only if an initial review is necessary.

If an initial review is necessary, we will communicate and follow our resolution process. We will regularly communicate each step and its outcome in the process for seeking a resolution to the grievance and confirming when a resolution to addressing the grievance has been achieved

We have processes and controls in place to protect stakeholders who raise grievances from any form of retaliation, this includes:

- A [Whistleblower Protection Policy](#): to ensure stakeholders' protection from any form of retaliation for using this Grievance & Complaints Process.
- Confidentiality: all complaints are kept confidential and contact information is requested for follow-up purposes only; our team will review the information provided and contact you only if an initial review is necessary. We will seek your permission before reaching out to additional parties regarding the issue, except where required by law.

Please note: In cases where legal or regulatory action is possible, we rely on the outcomes of those judgments and we do not conduct independent investigations.