**Grievance Process in Respect with Time**

1. **Submission:**
* **Timeframe:** You may submit a grievance through our website within 30 calendar days of the incident or issue you wish to report.
* **Submission Form:** Please use our online grievance submission form [[link to form](https://www.agweglobal.com/grievance-process)] to provide details of your grievance.
1. **Acknowledgment:**
* **Timeframe:** Upon receiving your grievance, we will acknowledge receipt within 2 business days.
1. **Initial Review**:
* **Timeframe:** An initial review of your grievance will be conducted within 10 business days of acknowledgment.
* **Outcome:** We will notify you of our decision to proceed with an investigation or provide a clear explanation if we are unable to pursue further action.
1. **Investigation:**
* **Timeframe:** If an investigation is initiated, it will be completed within 30-60 calendar days from the date of the initial review.
* **Interim Updates:** If the investigation extends beyond 30 days, we will provide interim updates every 15 calendar days until a final decision is reached.
1. **Decision and Outcome:**
* **Timeframe:** Once the investigation is completed, we will communicate our decision and provide the outcome within 15 business days.
* **Appeal:** If you are not satisfied with the decision, you may file an appeal within 15 calendar days of receiving the decision.

For any inquiries or to check the status of your grievance, please contact our Grievance Team at tom@agweglobal.com.

**Review and Update:**

We regularly review and update our Grievance Process to ensure its effectiveness. Any updates will be published on our website.