

GRIEVANCE MECHANISM

Do you have a question, concern or complaint?

Groupe Beau Vallon aims to make it easy for anyone to raise a question, concern or complaint relating to its activities, projects or sites.

Your request may concern:

- construction works, noise, dust or traffic;
- health, safety or environmental matters;
- the quality of a service;
- the conduct of an employee, service provider or subcontractor;
- any other matter relating to Groupe Beau Vallon's activities.

How to contact us

You can reach us:

By phone: +230 633 5435

By email: communication@beauvallon.mu

To help us understand and review your request, please provide, where possible:

- your name and contact details;
- the entity, site or activity concerned;
- the subject of your question or complaint;
- the relevant date and location;
- a short description of the situation;
- any useful photographs or supporting information.

You may ask for your identity and contact details to remain confidential.

We will acknowledge receipt of your request within **72 hours**. It will then be shared with the relevant team for careful review. We will provide a response within **15 days**. If additional time is required, we will keep you informed.

This process is free of charge and does not affect any other means of recourse available to you.

**The Management
Groupe Beau Vallon**