

Annex

Reference


Title **Complaints channel, introduction**

Process **Compliance**

Pages **02**

Edition **00**

Edition	Date	Description	Realized	Approved
00	09/07/2020	Issue of the document	CO	DG

	COMPLAINT CHANNEL		COMPLIANCE	
	Introduction	Date	09/07/2020	
		Edition	00	
		Page	2 de 2	

Montajes ROTELU s.l. has implemented a complaints channel, a mechanism for monitoring compliance with the Code of Ethics and Penal Compliance, through which workers, customers, suppliers, and third parties can report breaches of regulations.

The employee or third parties who have indications or suspicions of the commission of a crime, as well as of the violation of any of the principles of the Code of Ethics, must make it known to the Compliance Officer, by completing the complaint form posted on the company's website and send it by email to the e-mail address: compliance@rotelu.es.

Once received by the Compliance Officer, such complaint will be sent to the complainant acknowledging receipt thereof **within 5 business days**.

Within 15 business days of receiving it, the Compliance Officer will notify the complainant about its admissibility or not.

Subsequently, the investigation of the file will be made, giving an audience to the accused as long as there is no possibility of frustration of the evidence and whose instruction may not last **more than 3 months**.

Once the instruction is finished, the Compliance Officer will issue a report about it and a resolution proposal.

Finally, it will issue a reasoned agreement, which will be notified to the complainant and the accused, with the estimation or dismissal of the complaint and the solution reached.

The confidentiality of the parties involved in the procedure is guaranteed at all times.

The Direction