

Filing a complaint

Any individual or community who believes that a Highland Capital-financed project has or is likely to adversely affect them can submit a complaint.

The GRM considers a complaint admissible when:

- The complaint relates to a Highland Capital-supported project that is under preparation, active, or has been closed for less than 15 months
- The complaint is submitted by individuals or communities affected by a Highland Capital -supported project, or by their authorized representative; and
- The complainant(s) allege that they have been or will be affected by the Highland Capital -supported project.

Grievance Submission Form

All fields marked with * are required.

* Do you wish to submit anonymously? ☐ Yes ☐ No

* Is this a sensitive matter? (e.g., GBVH, child protection, harassment) ☐ Yes ☐ No
(If yes, this will be handled with enhanced confidentiality)

Section 1: Your Information

Full Name_____

Contact Number_____

Email Address_____

* Stakeholder Category ☐ Worker/Employee ☐ Contractor ☐ Local Community Member ☐ Government/Regulator ☐ NGO/Civil Society ☐ Media ☐ Investor/Shareholder ☐ Other (Please specify):

* Section 2: Your Grievance

Description of the Grievance (please provide as much detail as possible)

Date and Time of Incident/Issue

Location of Incident/Issue (provide specific details)

Section 3: Resolution Sought

What resolution are you seeking?

*** Section 4: Previous Actions**

Have you previously raised this issue with Highland Capital or a Portfolio Company?

☐ Yes ☐ No

If yes, please provide details and the response received.

*** Section 5: Preferred contact method**

Please indicate your preference for receiving updates on your grievance:

Method

Response

☐ Phone Call

Number: _____

Method

Response

☐ Email

Address: _____

☐ Other

Specify: _____

*** Section 6: Consent and Acknowledgment**

☐ I confirm that the information provided is true and accurate to the best of my knowledge.

☐ I understand that Highland Capital will handle this grievance in accordance with its confidentiality and data protection policies.

☐ I consent to the use of the information provided for the purpose of grievance resolution.

☐ I understand that I may withdraw my consent at any time, except where action is required by law or necessary to protect safety.

☐ I understand that I will not be subjected to retaliation for raising this grievance in good faith.

☐ I understand that Highland Capital is not responsible for the actions of portfolio companies and that the use of this grievance mechanism does not preclude me from seeking other judicial or administrative remedies.

Highland Capital
Attn: ESG Manager
Trilliant Business Center, Tower 1
Shahrisabz Street 2
100000, Tashkent, Uzbekistan

Please attach supporting documents, if available.