



29 E. Madison St., Suite 1805 Chicago, IL 60602  
ph 800.643.5537 ph 312.984.1041 fax 312.984.0172  
[www.mgellerdiamonds.com](http://www.mgellerdiamonds.com)

## Grievance Policy

M Geller Ltd has established this grievance policy procedure to hear concerns about circumstances in the supply chain involving diamonds from conflict affected and high-risk areas (CAHRAs).

Louis Price, CEO with over 45 years of experience in the Jewelry Industry and over 14 years with M Geller Ltd, is responsible for implementing and reviewing this procedure.

Concerns can be raised by interested parties via email or telephone.

Louis Price CEO  
312-984-1041 x147  
[lprice@mgellerdiamonds.com](mailto:lprice@mgellerdiamonds.com)

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint.
- Explain our complaints procedure.
- Find out how the complainant would like it addressed and or resolved.
- Provide confidentiality where appropriate.
- Give a commitment to no reprisals or repercussions when issues are raised.
- Assess the eligibility of the complainant and where applicable, decide who should handle it internally. Decide if the complaint should be redirected to a more appropriate entity or institution, such as the relevant supplier or industry body.
- Where the issue can be handled internally, seek further information where possible and appropriate.
- Identify any actions we should take including hearing from all parties involved and monitoring the situation.
- Advise the complainant of our decision or outcomes.
- Keep records of complaints received and the internal processes followed for at least five years.

Louis Price

CEO

M Geller Ltd

June.2023

M Geller Ltd ensures that the person / company filing this grievance shall do so without fear of blowback, retaliation, dismissal, or harassment. The grievance shall remain confidential.



29 E. Madison St., Suite 1805 Chicago, IL 60602  
ph 800.643.5537 ph 312.984.1041 fax 312.984.0172  
[www.mgellerdiamonds.com](http://www.mgellerdiamonds.com)

### **Supply Chain Compliant Form**

Name of Company:  
Address  
City State Zip  
Phone  
Email

Date of Compliant

Description of Supply Chain Compliant:

Comments:

How has the compliant been resolved:

Authorized Signature

Date

M Geller Ltd ensures that the person / company filing this grievance shall do so without fear of blowback, retaliation, dismissal, or harassment. The grievance shall remain confidential.

Send compliant to: Louis Price, [lprice@mgellerdiamonds.com](mailto:lprice@mgellerdiamonds.com) or hand deliver.