

Company Name:	Twenty-Four Seven Recruitment Services Ltd					
Policy Name:	Complaints and Grievances Policy					
Review Date:	V1					
	23/02/22					
Reviewed and authorised by:	Amanda Lillis - HR Director					

Introduction

This Policy and Procedure sets out the Company's commitment to high standards of ethical, moral, and legal business conduct. The Company is committed to the highest possible standards of openness, probity, and accountability. In line with that commitment, we expect Staff/Agency Workers, and others that we deal with, who have complaints, disputes, or grievances about any aspect of the Company, its Employees or clients to come forward and voice those concerns. The Company will ensure any such concerns are dealt with in line with this policy in an efficient and fair way.

In line with this commitment, and our commitment to open communication, this policy also aims to provide avenues for all Staff/Agency workers and Jobseekers to raise concerns whilst on assignment at our clients' premises. The policy will allow Staff/Agency workers individually or collectively to raise their concerns in a fair way, ensuring they can be resolved as quickly as possible. The Company intends to encourage Employees/Agency Workers to speak out and also provide reassurance that they will have the opportunity to raise their concerns and for it to be investigated and settled in a responsible and timely manner.

This policy is fully supported by Senior Management and the Board of Directors.

Scope

This policy applies to All Staff/Agency Workers and Job seekers. It also applies to workers in the recruitment supply chain to ensure they are aware to raise complaints, disputes, and grievances, and if required report to a qualified, independent or impartial third-party entity.

Responsibilities

Staff in the following roles are responsible for implementing this policy and procedure.

- The HRD is responsible for implementing systems and procedures that are compliant with national legislation, and, for monitoring, reviewing effective implementation and co-ordinating improvements to this policy.
- Whilst the onus of complaints, disputes and grievances falls primarily on Senior Management, all Staff/Agency Workers have obligations to take all reasonable care for upholding the Company Policy and Procedure to ensure staff/Agency Workers are given the opportunity to report concerns to us under this policy. Also, to ensure the individual can do so without fear of penalty, dismissal or reprisal of any kind. The Company is committed to ensuring all Staff/Agency Workers are afforded the correct forum to voice their concerns under this Policy and for them to be dealt with in a fair and timely manner.
- Operations staff are responsible for addressing any concerns or triggers that Staff member/Agency Worker may be subject to and also collaborate with our clients to ensure Staff/Agency Workers are aware they can highlight these concerns and they would be dealt with in the correct manner.
- All managers are responsible for ensuring all Staff adhere to the Policy.

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- The HR Department is responsible as the first point of contact for escalation of issues and breaches of the policy

Complaints, Disputes and Grievances

This policy can be used to raise the following but not limited to; complaints, disputes and grievances concerning terms and conditions of employments, health & Safety, employee relations; bullying and harassment, new working practises; working environments, organisational changes and equal opportunities of employees/Agency Workers. This policy should facilitate complaints being instigated at the lowest appropriate stage and where possible resolved informally.

Complaints raised regarding threats of physical, sexual, emotional or psychological bullying or abuse or other forms of intimidation would be dealt with formally through a grievance process, which is operated and investigated by appropriately trained, competent staff.

If complaints are raised which are more of a public interest, this may be covered under the Whistleblowing policy. There may be instances of when a Grievance or complaint is raised that it may involve the use of other policies and procedures such as Disciplinary and Whistleblowing. Complaints raised may also result in Disciplinary action being taken utilising the Disciplinary policy.

Policy

The Company believes that all Staff/Agency Workers, regardless of rank or grade, have the right to raise concerns within the business and/or whilst on assignment at our client premises and reassurance that it will be dealt with in a fair and consistent manner whilst being protected from reprisals or victimisation. This policy aims to outline multiple avenues for all Staff/Agency workers and Jobseekers with complaints, disputes or grievances; to be raised directly to the company or in some cases via relevant third party organisation. The policy also clarifies the ways in which the complainant's issues will be addressed.

The Company commits to comply with the legal requirements and conform to other requirements to:

- Always listen to Staff/Agency workers/Jobseekers to ensure they are encouraged to and feel comfortable in raising any complaints, disputes and Grievances.
- Inform Staff/Agency Workers in order to alleviate fear of reprisal from raising any concerns.
- Ensure the Staff/Agency Worker has the right to be accompanied by a representative at each stage of the formal Grievance process. A representative can be either another employee/worker or a trade union official.
- Ensure any preventative measures, and remedial measures are put into place as a result of concerns being raised.
- Treat breaches of the policy as misconduct and deal with such cases according to the Company disciplinary procedure.
- Monitor, review and improve the policy and procedures regularly and whenever any issues related to its implementation are identified.

Procedure

Raising a Complaint

- In the first instance the complaint must be raised with the onsite/branch Management Team who will deal with the complaint, dispute or grievance. In the need to escalate the concern further or to bypass the onsite/branch team the concern can be reported by contacting the Human resources department on 01978 664195 and the concern can be submitted in writing to the Human Resources department via email to hr@24-7recruitmentservices.net

- When initially making contact, the HR Department will assist in suggesting the best method to raise the concerns for example if it is a complaint about how you have been treated as an individual, it would be best placed to be raised as a Grievance. The recipient of the complaint may undertake further consideration to deal with it informally or formally.
- The complainant should outline the nature of the complaint and outline the expected outcome. We encourage the complainant to seek to resolve grievances informally in the first instance where applicable.
- Should the complainant no longer be employed/engaged by the business; a grievance may be treated as a complaint as they no longer have access to the Grievance process.
- Raising concerns to an external body - There are other options available if staff/Agency Workers do not want to report their concern directly to the Company, e.g., you can obtain legal advice, or submit the complaint/dispute to a prescribed person or body. If you tell a prescribed person or body, they must be the ones that deal with the issue you are raising. If part of a Union; the concerns can be raised via them.
- All jobseekers/workers in the recruitment supply chain can make complaints to a qualified, independent, impartial third party entity. You have a right to go to ACAS, BEIS, CA etc.. Should it be a jobseeker; we will need to identify via assistance of Human Resources on how to manage the concerns and where they need to be raised. Should there be any reluctance to raise a concern via the Company, it is actively encouraged that in order for the concern to be raised; that an external party such as the above be contacted.
- It is expected that all grievances and complaints be managed by the company in the first instance. It is expected that any Grievance be initially set out in writing to your line manager.
- Timing - The earlier a concern is raised, the easier the Company will be able to investigate and take action. The concern will be acted upon without delay and the staff member/Agency Worker notified of the action to be taken as soon as reasonably practical. It is encouraged to make the Company aware of the concern regardless of the amount of time that has passed.
- Evidence - Although the complainant is not expected to prove the truth of an allegation, they should be able to demonstrate that the report is being made in good faith. This is where the HRD will ensure any resulting investigation is monitored and carried out correctly.
- Anonymous Allegations - This policy encourages staff/Agency Workers to put their names to allegations without fear of retribution. Follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously may not be explored or progressed further due to this; but consideration will be given to the seriousness of the issue raised; the credibility of the concern; and the likelihood of confirming the allegation from attributable sources. Every effort will be made to treat staff/Agency Workers with appropriate regard for confidentiality; however, it is likely a formal meeting is required in order to ensure an outcome can be reached. The complaint may not progress without identifying the complainant.

How the Complaint will be Handled

- The action taken by the Company in response to concerns being raised under this policy; will depend on the nature of the Complaint, Dispute or Grievance.
- If it is a complaint or dispute a meeting may be arranged in order to investigate further with the complainant.
- Assuming it's agreed that we are unable to resolve your concerns informally, or where the issues you raise are extremely serious i.e., discrimination, you will be invited to attend a formal grievance

hearing. You are entitled to be accompanied to the formal hearing by either a work colleague or an accredited Trade Union Representative.

- Initial Inquiries - Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved without the need for investigation and may be dealt with informally.
- Further Information – Further investigation may be required and will depend on the nature of the issue and the clarity of information provided. Further information may be sought via a formal meeting from the complainant reporting the concern. During this process you have the right of freedom to obtain advice from trade union and have a trade union accompany you during any meeting held.
- Clients – Complaints raised in relation to our Client(s) wrongdoing may be beyond the control of the Company. The Company shall report the complaint to an appropriate Client manager so that the Client may investigate using their procedures. Where the Client fails to follow due process, the Company shall conduct the investigation to the best of its ability.
- Complaints which are raised verbally - If the concern is found to be justified, the Company will inform the complainant verbally of the action to be taken, the time scale and the person responsible. If the concern is not found to be justified, the complainant will be informed verbally of the reasons for this as soon as reasonably practical.
- Complaints which are raised in writing - If the concern is found to be justified, The Company will inform the complainant in writing of the action to be taken, the time-scale and the person responsible for investigating. If the concern is not found to be justified, the complainant will be informed in writing of the reasons for this. Staff should liaise with HR re any preventative measures, proactive cohesion actions and remedial measures that could be developed and implemented.
- Following the meeting, the chairperson will inform you of their decision in writing, as soon as reasonably practical. This will be either; your grievance is unfounded, founded, or partly founded. Options will be considered in relation to mediation should all parties involved be open to this.
- Should the concerns detail confidential information relating to another individual not relevant to the complaint, data protection laws may apply and therefore some information may be omitted in order to ensure The Company is compliant with data protection laws.
- In line with most recent legislation, if the accompanying worker or trade union representative is not available, the hearing must be postponed to an alternative time but this must fall before the end of the 5 working days after the original proposed date.
- Final Stages - If the complainant is dissatisfied with how the Company dealt with the complaint they should inform a senior member of staff or contact the Human Resources department for further guidance.
- As a result of a Grievance outcome; if the matter is not resolved or you are unhappy with the outcome, you may appeal with 5 working days of receipt. The details of how you should do this will be detailed in the grievance hearing outcome letter. We will arrange to hear your appeal as soon as reasonably practicable following receipt. You will be entitled to be accompanied at the meeting by either a work colleague or an accredited Trade Union Representative. After the meeting, the chairperson will inform you of their decision regarding the appeal. Their decision is final.
- Once the appeal has been concluded, there will be no further internal options available to you. You may provide feedback to the company which will be held on your personnel file. If it is perceived the concern was not taken seriously or the wrongdoing is continuing to take place, they have the right to contact a prescribed person or body to report the concerns. In any case the concern can be reported to Human Resources who will be able to provide any support or assistance if required as

to address further concerns. The Employee Relations Manager would already be aware of the current situation and would be best placed to guide the employee further. In the event of this not being a viable option, ACAS can be contacted by the Employee/Agency Worker in order to take the concerns further.

Training

All relevant staff are trained and/or have the knowledge and skills needed to adhere to this policy and procedure competently. The required knowledge and skills include those required to:

- Competently carry out their duties and cope with the associated actions with Complaints, disputes or Grievances situation being brought to their attention.
- Understand the requirements set out in current and applicable laws and guidance.
- Understand the related accompanying policies, procedures and documents.
- Identify potential concerns with Staff/Agency Workers in relation to complaints, disputes and grievances.
- Encourage Staff/Agency Workers to raise concerns without fear of reprisal.
- Understand when and how to escalate potential issues.

Non-Compliance

The Company takes its commitment to the policy seriously and so, in cases where the Policy and Procedure has not been adhered to, the Company may deal with such matters via the Company disciplinary procedure.

Monitor And Review

The HRD is responsible for the continuous improvement of this policy, including:

- Regular due-diligence checks to ensure staff/Agency Workers are following the correct procedure.
- Ensuring the required data is recorded as part of routine practices.
- Recording the number and detail of concerns raised or and how they have been resolved.
- Recording any suggestions or ideas raised to improve the policy and procedure and whether they have been actioned.
- Ensuring the most up to date legal and other requirements have been identified.
- Policy and procedure reflect practice.
- Policies and documents are updated or developed and training or re-training is applied to ensure relevant individuals have the required understanding and skills.
- Monitor the policy to ensure practices are adhered to and assessments are carried out and measures put in place where there are failures in the policy, its procedure and application of it.
- Review the policy in line with regulatory changes or when through intelligence, improvements need to be made to the policy.