



## WORKFORCE SOLUTIONS

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### COMPLAINTS PROCEDURE

This policy aims to ensure that all employees involved in a complaint are treated fairly, by providing a straightforward process for dealing with complaints of discrimination, sexual harassment and victimisation.

Our complaints procedure is:

- **Impartial** Both sides have a chance to tell their side of the story.
- **Timely** All complaints will be dealt with as quickly as possible.
- **Confidential** Information will only be shared with parties involved.
- **Fair** You will not be victimised for making a complaint.

Complaints will normally be handled by the immediate line manager except that, if the complaint is against that person, they should be addressed to a more senior manager within the department. If the complaint is against the head of department, or there are other reasons why it may not be appropriate for it to be handled by the head of department, advice should be sought from Human Resources as to who will handle the complaint.

#### Step One

Approach the HR Manager who can provide information about a range of options available to the employee with the complaint.

#### Step Two

Where appropriate the complainant can try and sort out the issue informally with the person involved by following the company Mediation Policy. The HR Manager can provide information on how to do this but does not have the role of support person. This step is NOT compulsory but is recommended for minor issues that can be resolved informally between the parties.

#### Step Three

If the issue cannot be sorted out informally through mediation, a formal complaint may be lodged by the employee. Details of the complaint must be produced in writing including full details of the alleged incident/s, time, place, who was involved and any other relevant information. The person receiving the complaint will then refer these details to the appointed company representative for dealing with complaints.

#### Step Five

A full examination of the complaint will be conducted by a company representative, (which may be the Manager or another party), where appropriate, and may include the following actions:

- interview the alleged perpetrator in relation to the details of the complaint
- require the alleged perpetrator to provide a response to the allegations
- further investigate the matter including taking evidence or witness statements from other parties including parties nominated by the alleged perpetrator in defending the matter

### **Step Six**

On completing their examination of the matter, the person conducting the investigation will reach a final decision about the outcome of the investigation and provide this information to the HR Manager for final decision.

### **Step Seven**

The decision of the HR Manager will be actioned, and the complainant and alleged perpetrator advised of the outcomes.

Outcomes may include:

- counselling
- disciplinary action
- an apology
- training on anti-discrimination or other matters, or
- clearing the alleged perpetrator of any wrong

(Include any other specific outcomes that may be relevant to your workplace)

All documentation associated with complaints and investigations of discrimination or harassment will be handled strictly in accordance with the relevant privacy legislation.

### **Policy review**

All policies will be reviewed annually and distributed to staff. Should the need arise, the policies will be translated into appropriate languages.

Abacus Employment Services Ltd is committed to providing an environment which is safe for all staff. You will not be disadvantaged in your employment conditions or opportunities as a result of lodging a complaint.

Signed.....

Position: HR Manager