

Policy	Grievance & Complaints Policy
Date Effective:	01.03.2024
Document Number	1

## 1. Purpose:

The purpose of R-Health's Grievance and Complaints Policy is to ensure that all grievances and complaints are addressed promptly, fairly, and consistently. This policy promotes an environment of continual improvement, mutual respect, and productivity by providing a clear pathway for employees to raise concerns and seek resolution.

## 2. Scope:

This policy applies to all employees of R-Health, regardless of their role or tenure. It ensures equitable treatment and access to grievance and complaint resolution mechanisms for everyone.

## 3. Contact Details:

Employees are encouraged to contact the Human Resources (HR) department or senior management to initiate the grievance or complaint resolution process. They may also discuss their concerns directly with their line managers or supervisors.

## 4. Informal Resolution:

R-Health emphasizes informal resolution methods to address grievances and complaints swiftly and amicably. Employees are encouraged to use open communication, mediation, or discussions facilitated by line managers to resolve issues informally.

## 5. Formal Grievance and Complaint Procedure:

The formal procedure for grievances and complaints at R-Health is structured to ensure thoroughness, impartiality, and fairness:

- Submission: Employees must submit their grievances or complaints in writing, detailing the issue, relevant dates, and supporting evidence.
- Investigation: The HR department conducts a diligent and impartial investigation, including fact-finding, interviews, and document reviews.
- Meeting: HR arranges a formal meeting with the employee to discuss the issue. Employees may be accompanied by a colleague or union representative.
- Decision: HR provides a written decision outlining the investigation findings and any necessary actions.
- Appeal: If dissatisfied, employees can appeal the decision in writing to HR, triggering a secondary review by a different manager.

## **6. Disciplinary Sanctions:**

R-Health applies disciplinary sanctions appropriate to the severity of the issue. Sanctions may include written warnings, final warnings, dismissal, or suspension to address performance or conduct offenses.

## **7. Confidentiality:**

R-Health ensures strict confidentiality in handling grievances and complaints. Information is shared only with individuals directly involved in the resolution process, safeguarding the privacy of all parties.

This policy is reviewed periodically to align with evolving needs and best practices. Employees are encouraged to engage proactively, raise issues promptly, and seek constructive resolution. For questions or assistance, contact the HR department.

