



## GRIEVANCE POLICY

The purpose of this policy is to define the procedure if an employee or contractor has a grievance that relates to their employment that requires resolution. BPM Health aims to resolve grievances promptly, objectively and as close to the source as possible. However, a grievance may be escalated to the next management level where necessary until resolved.

### 1. Scope

This policy applies to all employees and contractors who work for BPM Health.

### 2. Procedure

- 1.1 Where an employee or contractor has a concern or grievance, the employee should attempt to resolve the grievance themselves and as close to the source as possible. At this stage, every effort should be made to resolve the grievance before it is formalised, using verbal and informal methods. If the matter cannot be resolved in this manner, then the formal grievance process will commence.
- 1.2 To commence the formal process, the employee or contractor should outline their grievance in writing, with as much detail as possible. This should be given to the employee's manager.
- 1.3 Discussions will be held in good faith between the employee and their manager in an effort to genuinely resolve the grievance at the workplace level. If the grievance concerns another member of staff ('the other staff member'), the other staff member or contractor against whom the grievance or complaint has been raised, will be given full details of the complaint against them, and they will be given the opportunity and a reasonable time to respond before the process continues. The manager may have a discussion with both parties in an effort to genuinely resolve the grievance at the workplace level.
- 1.4 During the course of the grievance process, the employee or contractor is entitled to have a support person present. The role support person is not to act as an advocate for the employee but rather to provide emotional support.
- 1.5 This grievance procedure does not apply where an employee has a grievance relating to the actual or potential termination of their employment, or where the company has implemented or it is reasonably anticipated to commence a disciplinary process against an employee (including an investigation into alleged conduct or capacity of an employee).



### 3. Escalation

Should BPM Health determine that the matter is such that it needs to be escalated or dealt with outside this policy, the Company may do so at any time. This would include but is not limited to matters involving serious allegations relating to health and safety matters or other potential breaches of workplace-related legislation.

#### **Policies Control**

Current from	March 16th 2024
Replaces versions dated	N/A
Approved by	Director