



# ORGANISATIONAL FORMAL AND INFORMAL COMPLAINTS

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## Policy

ALG Centre Management is committed to fostering a fair and respectful workplace environment for all employees. We recognize that conflicts and issues may arise from time to time. Therefore, we have established a formal and informal complaints process to address and resolve concerns promptly and fairly. This policy applies to all employees and stakeholders of ALG Centre Management.

## Informal Complaints

- Employees are encouraged to resolve concerns informally, whenever possible, through open communication and dialogue with the individuals involved.
- Informal complaints can be addressed to the immediate supervisor, manager, or People and Culture Lead (or representative).

## Formal Complaints

In cases where an informal resolution is not possible or appropriate, employees may file a formal complaint.

- Formal complaints must be submitted in writing and clearly describe the incident, the individuals involved, and any supporting evidence or documentation.
- Complaints should be addressed to the People and Culture Lead or the Area Manager.

## Procedures

### *Informal Complaints Process*

1. The complainant should discuss their concerns with the individual(s) involved, if comfortable doing so, in an attempt to reach a resolution.
2. If the concern cannot be resolved through informal discussion, the complainant should escalate it to their immediate supervisor or manager.
3. The supervisor or manager will conduct an investigation to gather relevant information and seek a resolution through mediation or other appropriate means.
4. If a resolution is reached, the supervisor or manager will document and communicate the outcome to the parties involved.
5. If the complaint remains unresolved or involves the immediate supervisor or manager, the complainant may escalate the concern to the People and Culture Lead.



### *Formal Complaints Process*

1. The complainant should submit a written formal complaint to the People and Culture Lead or Area Manager.
2. The People and Culture Lead or the Area Manager will acknowledge receipt of the complaint and initiate a thorough investigation.
3. The investigation may involve gathering relevant evidence, interviewing witnesses, and conducting confidential interviews with the complainant and the individual(s) involved.
4. The People and Culture Lead or the Area Manager will strive to complete the investigation within a reasonable timeframe while ensuring a thorough and fair process (within max 15 working days).
5. Upon completion of the investigation, a report will be prepared outlining the findings and recommended actions, if applicable.
6. The report will be shared with the complainant, the individual(s) involved, and any other relevant parties while ensuring confidentiality and privacy.
7. Appropriate action will be taken based on the investigation's findings, which may include disciplinary measures, counselling, mediation, or other interventions.
8. The People and Culture Lead will follow up with the complainant to ensure their satisfaction with the outcome and provide information on available resources for support and assistance.

### *Escalation Points:*

If an employee is dissatisfied with the outcome of the formal complaint process or believes that the complaint was not handled appropriately, they may escalate the matter as follows:

#### **Internal Escalation**

- The complainant may appeal the decision to a higher-level supervisor or manager, explaining their reasons for the appeal.
- The higher-level supervisor or manager will review the complaint, the investigation findings, and any relevant documentation to determine if further action or reconsideration is warranted.

#### **External Escalation**

- Suppose the complainant remains dissatisfied with the resolution. In that case, they may seek external guidance or submit a complaint to an appropriate external entity, such as a relevant regulatory agency or employment tribunal.

ALG Centre Management is committed to promptly, confidentially, and fairly addressing complaints while respecting the rights and privacy of all parties involved. We strive to create a work environment where all individuals are treated with dignity, fairness, and respect.