

Complaints Policy

1. Policy Statement

- 1.1. This policy outlines Pro-Force's commitment to ensuring all workers have access to suitable complaints procedures for raising complaints, and ensuring any and all complaints are addressed promptly and handled sensitively.

2. Scope of the policy

- 2.1. This policy is applicable to all Pro-Force branches, sites and locations across the UK, any Company that falls into the Pro-Force Group, and to workers currently engaged under a work contract for work assignments with Pro-Force staff.
- 2.2. For details on grievance procedures for employees, please refer to Pro-Force's Grievance Policy.
- 2.3. This policy does not form part of the work contract for workers, and as such, Pro-Force reserves the right to amend the policy at any time.

3. Responsibility for implementation of the policy

- 3.1. The Managing Director and the Senior Management Team have overall responsibility for the implementation of this policy.
- 3.2. The Compliance department is responsible for monitoring and reviewing the operation of this policy and making recommendations for changes to minimise risk to operations.
- 3.3. Line managers and supervisors are required to familiarise themselves with, and understand this policy, its operation, and any related procedures. Compliance will provide training documentation and guidance on the provisions of this policy, as is relevant to their responsibilities.
- 3.4. Questions related to the use, understanding or direction of this policy should be directed to the Compliance department.

4. Guidelines

- 4.1. Any worker pursuing a complaint should continue to work normally whilst the complaint is being addressed and / or investigated, unless doing so could result in problems for either themselves, or any other staff member.
- 4.2. There is no statutory right of appeal for any stage of the complaints process.
- 4.3. There is no statutory right to representation at any stage of the complaints process.
- 4.4. For full details on the various complaints channels or communication channels available for workers to raise issues or complaints, please refer to Pro-Force's Communications Channels Policy.

5. Informal resolution

- 5.1. This stage is vital to an effective and progressive dispute resolution culture.
- 5.2. Involved staff members are required to utilise open discussion, constructive compromise, mutual respect and other methods of conflict resolution in order to avoid the need to progress to the formal stage of the complaints process.
- 5.3. The aim of the informal process is to resolve concerns at the lowest level.
- 5.4. Before a formal complaint can be raised, the worker must have raised the complaint using an informal method, such as speaking to their line manager or supervisor, or utilising any of the complaints channels available.
- 5.5. The investigating manager should aim to provide an initial response with 7 working days, and a full and final outcome within 21 working days.

6. Formal resolution

- 6.1. Once information about the complaint is clear, the investigating manager must meet with the complainant and confirm the full details of the complaint.
- 6.2. The investigating manager must be the line manager (or where this is not possible, an alternative e.g. the line manager's manager).
- 6.3. A meeting should be arranged following an investigation to facilitate discussion and reach a solution.
- 6.4. Following the meeting and the investigation, an outcome should be provided to the complainant.
- 6.5. If an acceptable solution cannot be met, the complainant must put this in writing to the line manager.
- 6.6. This will be put across to the next stage of management above the line management.
- 6.7. The next stage of management must also conduct an investigation, and meet with any concerned parties to gain a full understanding of the complaint.
- 6.8. The manager must then meet with the complainant to understand the full details.
- 6.9. Following this next level of investigation, a full and final response must be provided to the complainant.

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7. Outcomes

- 7.1. After the formal stage, the complainant has no further recourse.
- 7.2. For the avoidance of doubt, any worker raising a complaint in accordance with this policy does not have the right of an employee, and there is no recognition of any right to formally appeal any decision.
- 7.3. The complainant does not have the right to representation at any meeting concerning the complaint, however the investigating manager may, at their discretion, allow the attendance of a suitable person (such as a colleague), for support and/or translation purposes, if necessary,
- 7.4. The investigating manager may bring any translation service as is required, to any meeting.

8. Policy Review

- 8.1. The Compliance department is responsible for reviewing this policy annually, or as is required, to ensure that it meets legal standards and reflects best practice.